IPRO 313 Advanced Systems Applied to Student Loan Rehabilitation Processes

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Overview

- Financial Management Systems is a collections company that works with government and private organizations
  - Financial Management Systems works with the Department of Education – specifically student loans
  - Financial Management Systems is experiencing tremendous growth worth millions of dollars
Situation

- Uncontrolled growth has led to obstacles that hinder progress and the ability to maintain growth
  - Failing Infrastructure
  - Insufficient software support
  - Constraints
The Problem

- Lack of actionable information
  - Trend Analysis
  - Status
- Financial Management Systems approached IPRO to aid in resolving several issues
  - Account Management
  - Student Loan Rehabilitation
The Problem Chosen and Why

- IPRO team chose to tackle Student Loan Rehabilitation
- Several reasons
  - High priority
  - Fastest Growing sector of business
  - Semester time constraint
Approach

- IPRO team took steps in accomplishing goals
  - Discovery
  - Analysis
  - Feedback
  - Action
  - Repeat
Obstacles faced at Financial Management Systems

- Fluctuating stakeholders
- Lack of resources
- Unmet dependencies
- Shifting requirements
- Communication
Obstacles (cont’d)

- Obstacles IPRO team had to overcome
  - Location
  - Something from nothing
Solution

- Develop a tool to meet FMS requirements
  - Independent System
  - Flexible database that will maintain history
  - Import tool integration
  - Reporting Services
  - Several user levels
  - Reliable
Accomplishments

- Created Design Document
  - Data Model
  - Architecture
    - Import Tool integration
    - Reporting Services
    - System Design
Recommendations

- Implementation
- Full testing
- Deployment
- Future Enhancements
  - Trend Analysis Report
Conclusion – Anticipated Results

- Infrastructure to support demand
- Efficiency – Higher hit rate
- Better forecast of sales and profit
- Increased Revenue
  - “Success would mean millions.”
    - Balaji Rajan, President FMS
Thank You

- Thank you
- Questions or Comments?