

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

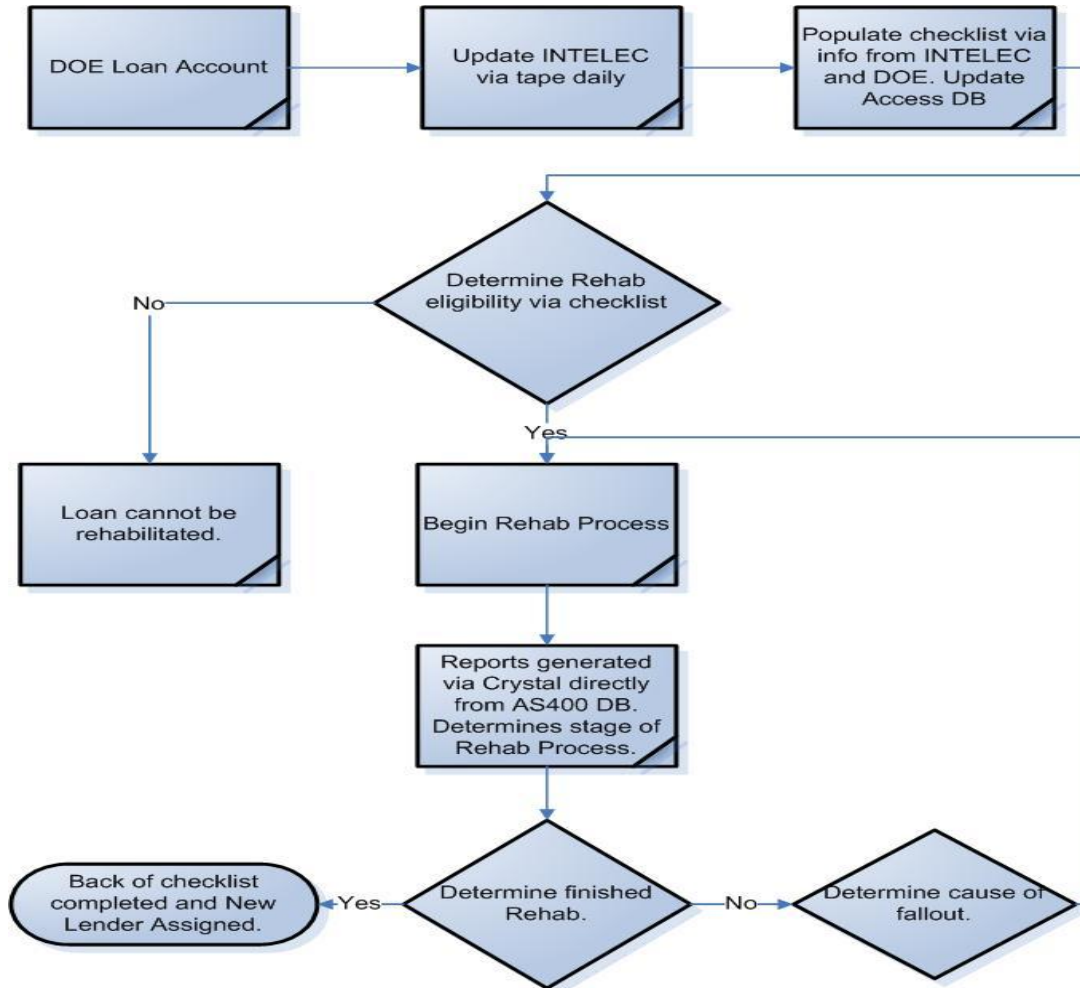
The Problem

- 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

Student Loan Rehabilitation Process



Approach

- IPRO team took steps in accomplishing goals
 - Discovery
 - Analysis
 - Feedback
 - Action
 - Repeat

Obstacles

- 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

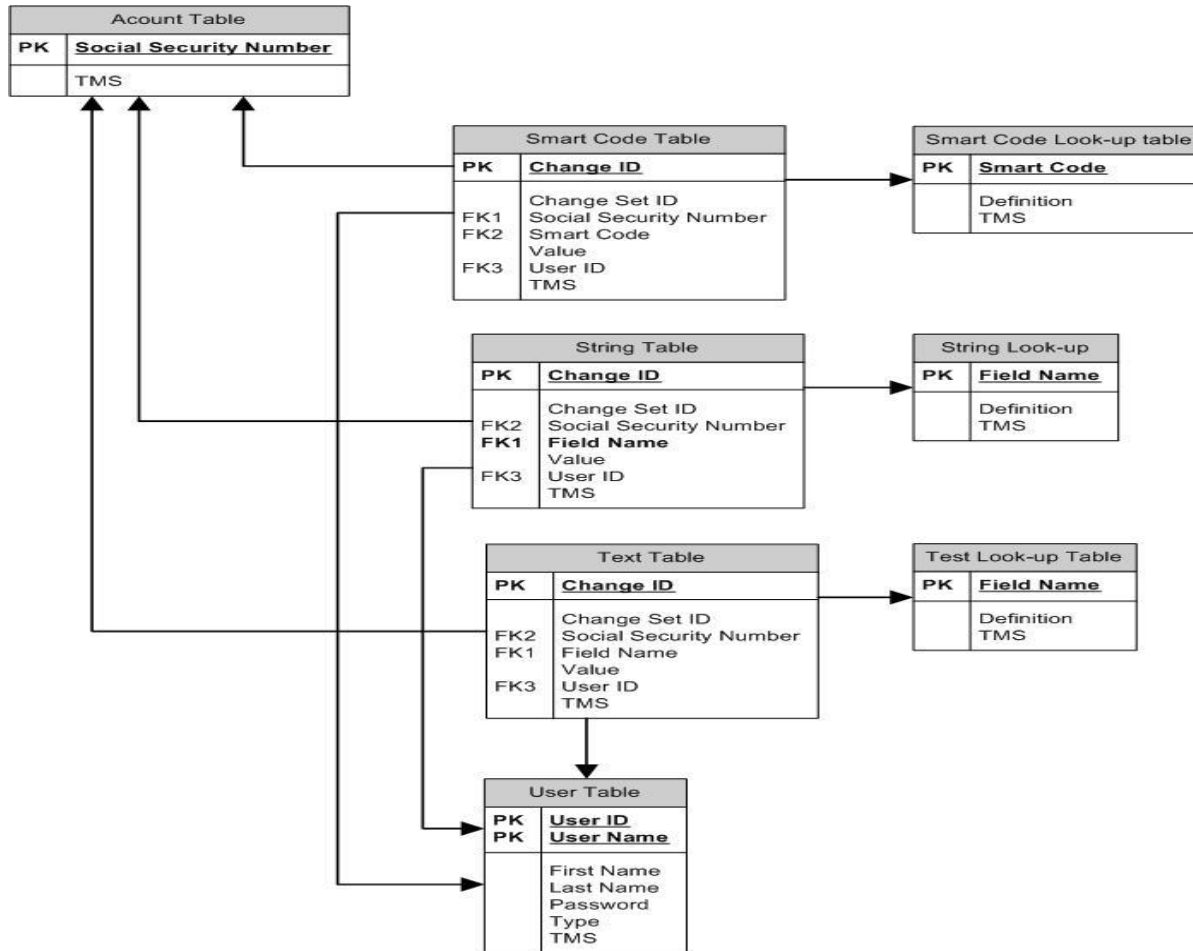
Solution

- 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

Data Model



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?