

Client Success Story

Increasing Data Integrity & Improving Processes through Controls Implementation

Challenge

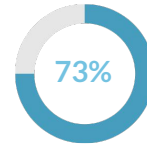
A revenue management team at a Fortune 100 company was facing a high volume of errors and data integrity issues in their quarterly fee calculation process due to insufficient controls and required professional services partner to:

- Reduce setup errors
- Eliminate 100% quarterly audit of all contracts
- Proactively identify faults and remedy them before processing

Solutions and Results

To identify gaps in the control library, Tactegra first mapped the current state, quarter-end process and inventoried pre-existing reporting. Leveraging the client's data environment, new controls were designed and implemented to inform and detect targeted deficiencies in the fee records thereby, reducing the need for 100% quality control. Tactegra delivered staff training on control monitoring to increase operational efficiency, reduce audit times, and improve data quality.

Productivity Gains and Savings



Reduction in QC volumes



Staff trained to focus on correcting identified issues instead of full data audits

Improved Process Environment

Established control monitoring with targeted reporting set to detect errors for correction ahead of quarterly process.

