

# Struggling to Report on Information in Your Legacy System?



Many organisations store data on elderly systems. These legacy systems are often kept because they are reliable, scalable or have involved a substantial initial investment. As the technology ages, integration or consolidation issues gradually reduce the annual return on investment. The primary practical problem that emerges is the inability to efficiently report on the data held within these systems.

In these instances, the options available are generally strategic, expensive and time consuming. For example:

- ❁ *Replacing the legacy system with new hardware*
- ❁ *Implementing a data warehouse - data is extracted, cleansed and reformatted to provide an easily accessible reporting database*

A slightly less strategic approach is developing an operational reporting database using existing interfaces into and out of the current systems. Once in a suitable database, reports are easily generated. Reconciliation reporting and data quality checks allow the company to consider feedback loops (to improve data held operationally in the old systems).

There is an option which is appropriate for either tactical or strategic planning. It is a flexible business model driven database that extracts, stores and accesses data from old systems. This flexibility enables reporting from new, defined business models without returning to the data source.

Alternatively, avoid capital project costs altogether and use a data management service provider – you only pay according to your usage. Customers adopt their platform with data structuring, cleaning and analysis tools. Here data is matched with a business model (developed with the customer) which generates valuable reports and analysis files (Excel or other presentational analysis software applications).

## Case Study

**A financial services company needed to run a marketing campaign targeting their customer base. Unfortunately, the data was held in a legacy system where customer records were sorted by account numbers rather than their contact or purchasing details and held purely for operational purposes. This database would not allow the marketing department to identify and query by market segment or customer profile.**

The solution to this problem was included in a five year strategic IT plan, however, the company could not afford to wait this long before they could run campaigns marketing their services to customers. AKMA was called in to assess and resolve the situation. The marketing database was an urgent requirement, so AKMA recommended a tactical solution that would also be of value in the strategic plan.

Information gathered from a short workshop provided a model of the business marketing information need. Data was extracted from the legacy systems with minimal impact on the IT staff using existing processes.

The data was taken to the AKMA laboratories, analysed and restructured according to the business model. This highlighted data errors, gaps and duplication which AKMA cleansed and repaired.

Reporting and analysis tools were provided along with the database and given to the marketing department to launch and run their campaign.



***AKMA resolves legacy system reporting issues for all business functionalities. Their in-depth expertise is used by organisations worldwide.***