

FAST FACTS

Company

Pan-American Life Insurance Group



Challenge

To find a universal change impact analysis tool that could scan Pan-American Life's extensive and complex Enterprise software codebase quickly and accurately to pinpoint exactly which Crystal Reports or other programs linked to a SQL database would be affected by a new custom mainframe software release.

Solution

Find it EZ Code Search Pro Desktop and Dev Surge Desktop editions provided full support to search, document and mass change data source connections in Pan-American Life's library of hundreds of Crystal Reports linked to Microsoft's SQL Server.

Results

- 🔍 Using the Find it EZ software Pan American Life was able to search all 1300 reports within minutes in one simple step.
- 🔍 The savings in time and labour expense, as well as the increase in the accuracy of their reports was indisputable.
- 🔍 ROI was realized within a day.

See how Pan-American Life Insurance was able to save weeks of work by creating a comprehensive and accurate change list from a repository of over 1300 Crystal Reports in just minutes.

COMPANY



Since 1911, Pan-American Life has been dedicated to being the first-choice partner for top rated life, accident and health insurance and employee benefits for local and multi-national companies, as well as individuals seeking trusted financial security. Guided by the success and strength of

its 100-year history, PALIG has established a track record as one of the most financially sound insurance companies. The company's heritage manifests a longstanding dedication to providing customers with innovative products and services to secure their future. PALIG employs more than 1400 people worldwide and provides top-rated life, accident and health insurance, employee benefits and financial services in 47 states, the District of Columbia (DC), Puerto Rico, and the U.S. Virgin Islands.

CHALLENGE

Pan-American Life relies on 1300 **Crystal Reports** using **SAP Business Objects Enterprise** repository to help manage and run their business. Many reports run against a **SQL Server** data warehouse loaded with data from mainframe based applications. Recently, Pan-American Life experienced a delay in their mainframe nightly batch cycle which in turn caused a delay in their data warehouse load. Fortunately, reports scheduled to run with a "warehouse load completed" event were not affected by the delays. Unfortunately, many reports scheduled to run without this event ran prematurely before the warehouse was refreshed, causing inaccurate reports to be generated and emailed to the end users. Pan-American Life's IT staff were challenged to identify which of the 1300 Crystal Reports needed to be rerun once the warehouse was refreshed. Using a manually created and maintained spreadsheet was not preferred as the accuracy of the spreadsheet was questionable nor was there time to conduct a tedious and lengthy review of the recurring schedules within the SAP Business Objects Central Management Console.

SOLUTION

Find it EZ's **Dev Surge Enterprise Desktop** provided a quick and accurate method of generating an up-to-date schedule of reports residing in the BOE repository. **Within minutes**, the BOE Schedule report was generated and exported to an Excel spreadsheet allowing Pan-American Life's IT staff to quickly filter for reports scheduled to run that day without an event. The affected reports were quickly identified and rerun following the successful load of the warehouse. The comprehensive scheduling information included on the BOE Schedule report also allowed IT staff to identify and communicate with the affected report recipients thus maintaining an open line of communication during problem resolution.



- Provided direct scanning of relational databases (schema, SQL code and data), including support for Microsoft SQL Server, Crystal Reports, and SAP Business Objects Repository.
- Proactively responded to develop a custom Business Objects Enterprise schedule report.
- The ease of installation, coupled with the clear and intuitive interface and the high level of customer service provided by Find it EZ sealed the deal and permanently resolved Pan-American Life's ongoing challenges implementing their custom enterprise software release changes.

RESULTS

Using the Find it EZ Software, Pan-American Life was able to search all of their 1300 data reports within minutes, all in one simple step. The savings in time and labour expense, as well as the increase in the accuracy of their reports was indisputable.

- Comprehensive and pinpoint accurate checklists of all affected Crystal Reports were produced instantly.
- The fast turn-around capabilities of Find it EZ's software were visible within minutes of use. ROI was instantly fully realized after a single day and single project use.

"Our main goal was to find a utility to search Crystal reports. What really sealed the deal for me was the ease of installing and using your product along with the customer service I received during the trial. I could not believe how much time you spent trying to help me run Business Objects Query Builder. Many companies are all talk but are never there when you need them"

"I can't put words to it how much value you brought to our company. It was amazing because I expected Find it EZ to be just a search utility tool, which to me in itself is fantastic, but I think the whole robustness of the tool is so much more than what I would consider to be a crystal reports search utility."

**Melinda Kohorst | Sr. Systems Analyst
| Pan-American Life Insurance Group**



Change made simple.