

SUCCESS STORY

WE DON'T JUST DEVELOP APPLICATIONS
WE DEVELOP POTENTIAL — YOURS!

Challenge

Provide departmentalized telephone bills from multiple telephone companies' CD-ROM data

Solution

Read the raw Call Detail Records from different CD-ROMs, import into an MS Access database and create grouped reports for departments and agencies

Results

Departments and agencies are accurately (and fully!) charged for their local, local-toll, long distance and 411 calls

TRANSFORM THE DATA YOU HAVE INTO THE REPORTS YOU NEED

A Central Valley K-12 school district tapped into the power of a custom Microsoft Access database designed by I Get It! Development to help them better manage a complex internal telephone billing process. With one of the largest student enrollments in the area, the K-12 institution has a network of nearly 50 separate organizations including elementary, middle schools, high schools, and community day schools. By working with I Get It! Development to automate and streamline a cumbersome manual process, the district was able to provide accurate telephone billing to its network of departments in almost no time at all.

Challenge

Every month the district received a telephone bill for the local, local-toll, long distance, and 411 calls made throughout the district. And every month a bill with thousands of individual call records needed to be broken down by department so that each group within the district could be charged for its portion of the phone bill. This process also included identifying internal customers (Head Start, High School Year Book, etc.) in order to charge back for their telephone use.

For years, the process was entirely manual; the phone bill was delivered in hard copy and was painstakingly hand-tabulated by carefully matching phone numbers to departments. This labor-intensive process involved cutting and reassembling the telephone invoice by departmental assignments, which took days to accomplish. The situation was further complicated by frequent moves, adds, and changes to the district phone system. So, while HR might have all the phone numbers in 55X-XXXX, they also might have a few phone numbers in the 66X-XXXX block that were added as the department grew. This complexity made the manual lookup process even more challenging. From the initial receipt of the phone bill, it was typically several days if not weeks before the district could provide an account of each group's telephone usage.

Transform The Data You Have Into The Reports You Need

If your company receives data from an outside source (or even an internal source that may be difficult to work with), contact I Get It! Development to build a custom application to transform the data you have into the reports you need.

“Tracking the phone number changes and additions in each of the departments used to be impossible. We were inadvertently funding external customers through our inability to track their phone lines and back-bill them. Now we have an easy-to-update table which tracks internal departments as well as external agencies and their phone lines. Any unidentified lines are immediately flagged and all we have to do is call the number to find out who it is!”

Solution

Eventually, the telephone companies moved their invoices to CD-ROM and the district saw an opportunity to streamline an unwieldy process. They turned to I Get It! Development to build a custom MS Access database to help them sort and group the monthly bill more efficiently. Each provider — whether the local phone company or the long distance provider — had its own format on CD-ROM. But the database application allows an individual to upload the monthly bill from CD-ROM regardless of format just by stepping through an easy-to-follow menu.

Once the monthly phone bill data is in the database, diagnostic routines find unmatched phone numbers (and unbilled telephone usage!) resulting from recent moves, adds or changes to telephone service. Next, a summary report can be created to tie the original phone bill to the departmentalized report. Finally, the district can run reports for each facet of the organization resulting in individual phone bills. The final printout of all the phone usage charges can be as many as 1000 pages long.

Results

A process that once took weeks was reduced to minutes to complete. By working with I Get It! Development to automate and streamline a cumbersome manual process, the district was able to provide accurate telephone billing to its network of departments in almost no time at all. They now receive full payment for internal and external telephone usage and no longer 'subsidize' departments with unrecognized lines.

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Challenge

Provide a personalized report to each salesperson in a large sales force without overwhelming the accounting department personnel

Solution

Write a program to import data from the sales database into Excel, divide it up by salesperson and email the workbook directly from Excel

Results

The salespeople are able to stay on top of their numbers and achieve their revenue targets without shutting down the accounting department near month end

TRAIN USING REAL PROBLEMS — GET REAL RESULTS

A large medical device company recently took advantage of I Get It! Development's custom training services to help their accounting group build daily revenue reports by salesperson and automatically email each report to the appropriate salesperson and their manager. Not only did they learn Excel VBA, but they automated a critical process in class!

Challenge

The company's IT department regularly downloaded a comma-delimited report of sales data from its ERP system. The data was unusable in its raw format and yet it had to get out immediately to salespeople in the field. Before using Excel and Outlook VBA to automate the process, the in-house team had to do it all by hand:

1. Copy and paste thousands of rows of raw data into Excel
2. Sort by salesperson
3. Re-copy and re-paste the data into separate Excel worksheets by salesperson
4. Insert totals by rows and by columns for products and customers
5. Send out separate emails to each salesperson.

All this had to be done regularly — toward the close of the month, daily. It was a tedious process that took valuable hours away from more important activities.

Train Using Real Problems Get Real Results

Employees need training — software is constantly changing and job requirements are always evolving too — but traditional classroom training rarely applies directly to current issues at work. Translating imaginary classroom examples into useful skills is a very difficult task — especially when work is piling up! You don't need to get behind before you can catch up. Take advantage of custom training from I Get It! Development to work on real problems in real time and get real results.

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“ The project that I did for our class is so popular... the salespeople want to keep up to date near month end and our program makes it possible without keeping me from doing my real job! ”

Solution

The group considered outsourced application development to solve the problem, but that seemed like overkill — surely this was something they could do themselves. But VBA programming wasn't part of their core skill set.

They wanted training; they knew they needed it, but it was tough to justify the expense. In the end, the group took advantage of customized training to make sure they got exactly what they needed to solve their specific problem.

I Get It! Development tailored a 6-session course in Excel and Outlook VBA for the team. The course content was completely focused on helping the attendees learn to use Excel and Outlook VBA to build the daily sales revenue reporting process. The result was an automated process that took the raw ERP data, converted it into reports by salesperson, and emailed them out — in seconds.

Results

This fast and accurate reporting saved the in-house team hours in mundane repetitive tasks. In addition, this automated process allowed the sales team to better achieve their revenue targets. All in all, the custom training provided great value, targeted results and an immediate return.

Traditional classroom training has fallen short of the expectations of today's corporations. The material in canned courses is too general to be of short-term use and too easily forgotten to be of long-term use.

When students work on the issues that directly concern them, they get immediate benefit and long-term retention. Use I Get It! custom training to increase the return on your training dollars.

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Challenge

Download and chart thousands of employees' salaries against market pay references for compensation comparison

Solution

An Excel program that sorts, formats and charts the data automatically

Results

Charts are made in minutes allowing time to be spent analyzing and annotating the data before presentation

SPEND LESS TIME AGONIZING AND MORE TIME ANALYZING

The Human Resources department in a division of a large Swiss pharmaceutical company asked I Get It! Development to help automate the process of comparing employee compensation to market pay data. The division has about a thousand employees in the Silicon Valley area. I Get It! Development built a program that reduced the time involved in creating the charts from several days to less than a minute.

Challenge

Human Resources is responsible for making sure that all employees are compensated fairly — both within the company and as compared to equivalent positions in other companies. Compensation survey companies provide industry-specific data in order to make this comparison possible. A typical chart shows 20-25 employee salaries as a bar chart overlaid with horizontal lines showing industry compensation at the 25, 50, 75 and 90 percentiles. Creating the charts involves:

1. Import a database download of all employees' compensation
2. Sort by job title
3. Delete all job titles with fewer than 4 incumbents
4. Create scores of charts showing individual compensation versus market pay references, and, if a job title has more than 25 incumbents, create multiple charts for that title.

The charts show any compensation discrepancies at a glance and are very valuable. However, this labor intensive process takes several days.

Spend Less Time Agonizing and More Time Analyzing

Do more with your time. Do more with your brain. Leave the mindless copying, sorting, grouping and charting to your computer. Take the resultant data and charts and use your human brain to analyze them. Don't just deliver data to your boss or your customers — provide them with actionable intelligence.

Contact I Get It! Development and get yourself a promotion from robot to human.

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“ The time savings for me is incredible! Now I can concentrate more on data analysis versus spending so much time charting. This process can be applied to any number of employees. I can't thank I Get It! Development enough for simplifying this tedious task at this busy, busy, busy time of year for me! ”

Solution

I Get It! Development worked directly with the HR manager to create a program which would automatically recognize which job titles to ignore and which job titles to chart. As noted earlier, some job titles had more employees than could reasonably (and clearly) be displayed on a single chart. The program takes job titles with more than 25 employees and creates as many charts as necessary, each on a separate page. For instance, if one job title has 70 incumbents, the program creates 4 charts: 3 charts with 20 employees and 1 chart with 10. All of these “same job title” charts use the same market pay references for comparison, and all charts scales are made the same to enhance comparisons between the charts.

Results

The process of creating the charts now takes less than a minute. The compensation manager then has time to analyze the data and annotate it. If an employee falls too high or too low compared to market pay references, their unique circumstances can be investigated and noted on their chart. The head of HR, when reviewing the charts, can quickly see what the data means and decide what needs to be done.

“The time savings for me is incredible! Now I can concentrate more on data analysis versus spending so much time charting. This process can be applied to any number of employees. I can't thank I Get It! Development enough for simplifying this tedious task at this busy, busy, busy time of year for me!”

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Challenge

Reduce the real risk of incomplete licensee billing and save time at a crucial period

Solution

Import licensee reporting spreadsheets into a database for contract validation

Results

Recording and reporting of license fees has become more complete and efficient, generating revenue and saving valuable time

USE THE RIGHT TOOL FOR THE RIGHT JOB

The licensee billing department of a world-leading application infrastructure software company asked I Get It! Development to help them migrate an Excel-spreadsheet-driven system to an Access database. The database has led to greater accuracy in license fee reporting and an enormous savings in time. The database stores historical data for quick and easy analysis of business and customer trends. Up-to-the-minute reports can be generated for management with a click of a button, saving valuable time near quarter close when reports are requested most.

Challenge

The license royalty billing department receives dozens of Excel workbooks from licensees every quarter. While the department requests that reports be made using an Excel workbook in a standard format, they can be...not very standard. Some licensees retrieve their reports from proprietary ERP systems and just can't output to the standard format.

The old system was time-consuming for two reasons:

1. Contracts were negotiated on a sliding scale and included different license packages. Each Excel file had to be checked against the original paper contract to determine the correct license fee given licensee sales volume, geography and product.
2. The transactions reported in non-standard Excel workbooks sometimes contained data corruptions like an exact value typed where a formula belonged or a quantity on one line multiplied by the unit price on another due to copy-paste problems.

Unfortunately, this type of data corruption is not uncommon in Excel spreadsheets used for transactional reporting. The errors are not obvious and valuable time is spent tracking them down.

Use the Right Tool For the Right Job

Excel is a fantastic tool for analyzing data but it's not for storing and reporting on data based on complex relationships like those between customers, sales volumes, and product types. If you are storing data in spreadsheets or have historical data hiding in different folders throughout your company network, contact I Get It! Development to consolidate your data in one secure, central storage place. You'll have the data you need to make critical business decisions at your fingertips.

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“ For almost all of our contracts, we can click a button, select the Excel spreadsheet to import, and we're done. We can run reports for the quarter to date or report on individual customers immediately. The time savings is enormous, and our ability to catch errors in reporting is hugely improved as well. ”

Solution

I Get It! Development created a database to hold customer information and contract detail including pricing schedules to accommodate any negotiated contract. Contract terms are identified by product, sales volume, type of customer, geographic location, and other key factors in how licensees will distribute their own products. Instead of retrieving the paper contract to check the Excel files, the database verifies the Excel spreadsheet data on import. Any discrepancies are immediately noticed and can be reported to sales management for resolution. License volume sales are checked on a per-transaction basis to see if a licensee has reached a new pricing level, modifying their license fee.

Results

Recording and reporting license fees is now much easier and faster. “For almost all of our contracts, we can click a button, select the Excel spreadsheet to import, and we're done. We can run reports for the quarter to date or report on individual customers immediately. The time savings is enormous, and our ability to catch errors in reporting is hugely improved as well.”

Many individuals who review the reports are diehard Excel users and like to analyze quarterly and annual results. Finance analysts and regional managers initially resisted the move from Excel for fear of having to learn how to use a database. But for the final analysis, Excel is the right tool. While the contract terms and transactions are stored securely in a database, I Get It! Development simply created a series of reports that create Excel spreadsheets! Database for storage, spreadsheets for analysis — use the right tool for the right job.