



Customer outstanding accounts always exact with Dollar Universe Solutions.

" Each and every day, COFIDIS undertakes to provide its customers with quick and easy access to consumer credit . Dollar Universe Solutions is one of the tools that helps us to keep this promise from day to day."

Carles Bassols, Production Manager, COFIDIS Spain

Challenge

- to obtain an exact daily update of thousands of customer outstanding accounts,
- to administer all processing effectively.

Solution

Dollar Universe Solutions

Benefits

- reliable and complete synchronization each night of all the data for the day,
- reduced execution times for the processing sequences.



COFIDIS is a leader in the remote consumer credit market

A member of the 3 Suisses International Group, COFIDIS offers easy access to consumer credit to members of the general public.

An information system in line with the requirements of a growing company

During its first years in business, COFIDIS Spain outsourced all the management of its information system to an IT management partner of the 3 Suisses International Group

With the growth of its customer base, COFIDIS Spain saw a rapid increase in the volume of data to be handled. The number of daily processing runs grew from 1 to 800. The continued expansion of its business then led COFIDIS Spain to institute a project to establish an IT department inside the company in order to better meet its requirements. With advice and steering from the international headquarters of COFIDIS, the Mozart project started in 2000 and ended in 2002.

This new information system had to meet the business requirements of COFIDIS. The remote consumer credit sale business requires continuous and transparent communication with the

customers. Each customer must be informed of transactions posted to his account with minimum delay. To this end, a statement of account is sent to the customer with each change in the situation under his contract.

With its new information system COFIDIS Spain reach its goal to send over 4000 letters to customers each day

A reliable service for confidence in customer relations

"For reliable updating of each customer outstanding account, it is essential that, every night, all payments, withdrawals and outstanding entries during the day are recorded in our database", stated Carles Bassols, Production Manager, COFIDIS Spain. Thus, every night, the information held in the management database is backed up and then synchronized with the day's data before again being backed up.

"Without a job scheduler, we would not have the time to carry out all the synchronizations required for the following day", says Carles Bassols. This is why COFIDIS Spain needed to procure a reliable tool for the daily management and control of its IT production.

ORSYP France
Paris

ORSYP Italia
Milan, Rome

ORSYP Software Inc.
Boston, Atlanta,
San Francisco

ORSYP Ibérica
Madrid

ORSYP Deutschland
Köln, Walldorf

ORSYP UK
London

ORSYP Benelux
Amsterdam

ORSYP Suisse
Genève

"With Dollar Universe Solutions, we have reduced the time required to execute our processing sequences by 30%."

Dollar Universe Solutions enabled the teams of COFIDIS Spain to achieve this result thanks to:

- its openness - as a truly cross-platform, multi-application job scheduler, Dollar Universe Solutions provides transparent automation in a heterogeneous environment; COFIDIS Spain automatically synchronizes the data from the applications of its financial partners, without manual intervention,



Founded in 1990, COFIDIS Spain now has almost 400,000 customers.

- its robustness: Dollar Universe Solutions easily absorbs variations in production volume thanks to its Automation Power Grid architecture, which shares processing amongst all resources available on the network; COFIDIS Spain has thus been able to minimize its processing delays,
- its highly flexible scheduling: with a wide variety of execution conditions, Dollar Universe Solutions enables processing to be carried out as and when necessary and in the order required; COFIDIS Spain is confident that its processing sequences are executed reliably and punctually.

A flexible tool for effective IT production management

"Dollar Universe Solutions provides us with the means to manage our production conveniently and with confidence. For example, we can set up emergency paths that are activated automatically if an incident occurs. Any job affected by the incident can then be restated automatically from a point that we have determined in advance and be correctly completed without any further intervention on our part." says Carles Bassols

Optimizing processing times

"With the increase in our customer base, the time required to execute our processing sequences has grown. We thus need a tool to analyze and optimize processing times during the nightly production runs," explains Carles Bassols. With Dollar Universe Reporter, the teams at COFIDIS Spain can monitor the progress and execution time of each job.

"The reports provided make it easy for us to identify jobs that should be run in parallel to reduce processing time."

Favoring team reactivity

"Correct execution of processing sequences is one of our critical requirements. In the event of any difficulty, we must act quickly. The module, Dollar Universe Global Control, enables us to follow the progress of the processes in real time. By using the color codes, we can easily identify any incident and intervene at once, if necessary, to correct execution and restart production." says Carles Bassols.

Remote processing control

Using Dollar Universe Web Control, the teams at COFIDIS Spain have remote access to the full functionality of the Dollar Universe Solutions package. Carles Bassols adds, "With Dollar Universe Web Control, we have reduced the constraints on our teams considerably."

Conserving and sharing team know-how

Carles Bassols continues, "Every month, our teams supervise the execution of more than 3,000 different jobs, each with its distinct scheduling conditions. By enabling us to document the definition and execution mode for each of these processes, Dollar Universe Publisher helps us to avoid the loss of this information and to keep and share this know-how within our teams."

For more information

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Key figures, 2002

■ **COFIDIS Spain headquarters**
Barcelona, Spain

■ **Offices**
Argentina, Belgium, Spain, France, Greece, Italy, Portugal

■ **Workforce**
300 employees

■ **Customer outstanding total**
178, 000 euros

■ **Number of accounts**
400, 000

■ **IT production**
3000 jobs/month
800 jobs/day

■ **Job scheduler**
Dollar Universe Solutions

■ **IT environment**
6 VMS
14 WINNT
1 LINUX

Profile