

Case Study: Data Extraction services

Challenge

Client was not able to extract the customer data from the portal.

Solution

- Reviewing the customer account and classified the data.
- Created a database of existing customers in SQL and streamlined the process to ensure the new customers are getting entered correctly in the new database.
- Using ticketing approach through Trello, maintained 2 layers of QC with in house team and client pre approval of the data
- Created weekly, monthly, quarterly and annual report for more transparent data.

Result

Client has customer base of more than 10,000 customer accounts and client is able to find out major business aspects using the database.