



financial system reconciliation

A large (\$4B+) insurance company was developing processes and procedures to enable them to pursue demutualization. In the process, they realized issues existed between the various systems feeding their General Ledger (GL) and the GL. Several suspense accounts had balances from month to month that did not tie to any other system. Realizing these issues, they engaged Technology Consulting Associates, LLC (TCA) to help them identify:

- Why the problems (Gaps) existed
- Where they existed
- Recommended remediation of the problem
- Prioritization and implementation of remediation

vision

Technology Consulting Associates, LLC (TCA) partnered with a local accounting consulting firm to utilize our combined past experiences in

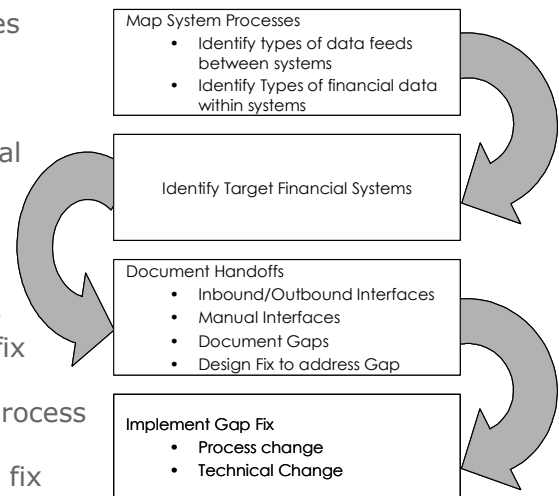
- Insurance systems
- Insurance business and audit processes
- Financial controls

The project

- Defined "target" areas for evaluation
- Developed tracking tools for financial process and system gap analysis
- Identified strategically significant areas for initial remediation

Utilizing an iterative approach of identifying and fixing gaps as demonstrated by the diagram at the right, TCA helped to fix recurring gaps either by:

- Documenting and implementing a process change
- Designing and implementing a system fix
- Deferring a fix because of limited value



results

The project delivered the following:

- Process gap work flow (activity diagram) and procedures - designed the process and the procedures/steps for reporting, prioritizing, researching and tracking all process gaps
- Process gap database and reports - created a database with tables, queries, forms and reports for entering, tracking and reporting upon all process gaps
- Strategic hits analysis - review of all "prevalent reoccurrence" process gaps to determine which provided the greatest benefits. Final documentation consisted of a project plan, collection template, ranking matrix, including findings and recommendations.

value

Significant advances were made in the prevention of future problems. Deliverables included:

- Creation of process documentation
- Creation of system interface documentation
- Documentation of reconciliation issues and resolutions
- Implementation of a process by which problems (process gaps) could be recognized, recorded and prioritized
- Development and implementation of a tool to track all process gaps
- Development and implementation of a tool by which process gaps could be ranked and evaluated based on their benefits