



Customer: TriPlus Service, Inc.
Website: triplusservices.com
Country or Region: United States
Industry: Insurance
Partner: COZYROC

Customer Profile

Formed in 2005 and based in Framingham, Massachusetts, TriPlus Services, Inc. provides insurance management solutions. It offers policyholder administration and claim services that include policy premium billing and collections, call center, and electronic reporting; voice, image, and data integration; and claim adjudication, management, and payment.

"The key with it [Excel Destination Component] is that it allows you to put in a finer level of detail so if you want to start on a certain row or certain sheet, it just provides more flexibility than the standard component that comes with SSIS already."

Jim DuEst, CIO, TriPlus Services

"I found it [support] to be great! I'm submitting something and I'm hearing back quickly. I'm getting the help I need when I need it."

Jim DuEst, CIO, TriPlus

Business Needs

TriPlus administers insurance programs for companies, mostly in the area of long-term care insurance. This results in a lot of data related to insurance policies, premium payments, and claims. In addition, there is data generated internally such as records related to employees and their incoming and outgoing phone calls.

TriPlus has a data warehouse and it needs to be updated regularly based on data from their online transaction system, which produces new data every day. They use this data from the transaction system to update the data warehouse daily or sometimes even more frequently.

All current and historical information must be retained in their data warehouse. To accomplish this, they need to take all the data from their online transaction system, compare it to the data in the data warehouse

row by row and determine what is new, what has changed and what has been deleted. Then, the requisite updates are made in the data warehouse.

This sounds simple, yet the Microsoft SSIS Library does not provide the tools to be able to easily achieve this objective.

Solution

COZYROC's Table Difference component was just what TriPlus was looking for. It is designed to compare two input tables and determine the differences between them. One input is considered the "old data" (which would be the data warehouse) and the other input is considered the "new data" (which would be the data from the online transaction system).

Multiple outputs are used to handle all the possibilities: unchanged rows, deleted rows, new rows and updated rows. The component even provides the

ability to handle different columns differently with the use of a tag, thereby providing maximum flexibility.

COZYROC's Flow Synchronization component was also employed by TriPlus to ensure the two input data flows ran at the same speed. This ensures there are no performance issues and/or memory consumption issues. The Flow Synchronization component is often used with the Table Difference component, although it can be used in other situations, as well.

After acquiring COZYROC's SSIS+ library, TriPlus discovered another component that could help them meet another requirement. They needed a way to report claim data back to their clients (other companies). Their clients require the data to be in a particular format, depending on the group the data is destined for. They use different Excel templates that define the format in which they are expecting the data. The standard SSIS Excel Destination component does not make it easy to create the desired format.

COZYROC's Excel Destination Plus component was the perfect tool for this because it provides the ability to start writing data at a specific column and row on a specific worksheet. Furthermore, the worksheet, starting row and starting column can all be modified dynamically at runtime.

Benefits

Jim DuEst and the TriPlus IT team, found other components in the toolkit that they could use in addition to Table Difference, Flow Synchronization, and Excel Destination Plus. They started using the File Transfer Task to access phone records from their phone vendor's SFTP server. They also use COZYROC's Excel Source Plus component because of the ability to specify the exact row and column to begin reading data from a worksheet.

In addition, TriPlus also uses COZYROC's Lookup Plus, which allows multiple lookup definitions in the same dialog and definition of values when the input cannot be matched or when it is undefined. Furthermore, the **Lookup Plus** component supports a variety of connection types as a source.

Jim found COZYROC support to be very helpful. In fact, when they first started using the SFTP Task (now the File Transfer Task), they enlisted COZYROC support to help figure out, in conjunction with the phone vendor, exactly what the setup needed to be on both ends so that TriPlus could download the data they needed.

He sees other components and tasks that they could take advantage of in future development. They don't create new packages constantly, but when they do, Jim knows there are other COZYROC components and tasks that will make his job easier.

For More Information

For more information about COZYROC products and services, call the COZYROC Sales Department at (919) 249-7421, email sales@cozyroc.com, or visit www.cozyroc.com

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