SUCCESS STORY

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.

I Get It!®

**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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