

SymSure Customer Success Story

Government

The Organization

- Manages the national repository of birth, death, marriage and adoption records.
- Is mandated to be self funded by providing fee based customer service.
- High compliance requirements for the protection of personal information.
- The detection and prevention of fraudulent use of information is paramount.
- Required to produce accurate and timely vital statistics to support national planning.
- Highly focused on making efficient use of revenues through the use of technology.

The Challenges

- Unable to effectively audit and track high transaction volumes in near real-time.
- Compliance management is difficult with a national network of service branches.
- Multiple systems in use: Microsoft Dynamics financials, two separate payroll systems, a certificate production system and application tracking system both synchronized with a Point of Sale system at each location.
- Tracking and managing customer service performance on individual applications was laborious and prone to errors.
- Internal Audit has over 70 tests in use but cannot keep up with the management and resolution of the issues that they generate.

The Quote

“SymSure is the best continuous monitoring tool that no serious enterprise should be without – private or public.”

The SymSure Solution

- Internal Audit moves all 70 tests into the SymSure Monitoring Framework in one (1) week and establishes a complete workflow throughout the organization.
- The time from the initiation of the transaction to monitoring is reduced from days to one (1) hour.
- The monitoring solution is able to detect anomalies, route them through the organization for review, investigation and remediation within existing customer service target windows.
- Distributed issue management is now be monitored centrally.
- The agency can now continuously manage risk exposures in the core business processes, financials and payroll.
- Users are alerted of critical issues automatically by email and mobile systems.
- Internal Audit can now assess and audit Customer Service KPIs at any time.
- Productivity performance measurements for all the Customer Service Representatives and third parties can be obtained at any time.
- Compliance is improved for statutory requirements such as procurement guidelines and contracts monitoring.
- The system now includes over 300 tests, reports and metrics.

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