

# **A Mail-Order House**

(Consultancy)

## **Case Study**

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## Mail Order House

A buying agency representing one of the largest mail order houses in the world, wanted to convert their legacy query based system into an efficient Management Information System based on triggers.

### The Problem:

Employees in lower level management did not follow the scheduled work, and the management was not aware of the slippage.

Non-generation of crucial daily reports by an employee due to absence.

Unnecessary modification of crucial data.

### The Solution:

**1. EOS** works as a pre-alert system by automatically highlighting information on crucial issues, to the various management levels as per the parameters defined.

E.g. Delay in attending to shipments

Parameters defined in EOS were as under:

- Delay more than 5 days - inform Manager

- Delay more than 10 days - inform Senior Manager

- Delay more than 15 days - inform the General Manager

After a delay of 5 days, EOS automatically created a report in the form of an Excel file and mailed it to the Manager. In case the Manager did not react, and the problem was unattended even after 10 days, the Senior Manager would receive a mail. In the last stage, the General Manager would be informed automatically if both the Manager and the Senior Manager failed to resolve the problem within 15 days.

**2. EOS** took up the responsibility of filling the absence of any employee. It would automatically generate routine reports or initiate follow-up procedures. The parameters for carrying out such activities were defined initially . The scheduled activities could be modified; deleted or new activities could be defined as desired at any point of time.

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**3. EOS** informed the designated person as soon as any unauthorised or authorized person modified the defined crucial data by email / fax depending on the set criteria.

E.g. Changing the Cheque amount by Junior Accountant would be reported immediately to the Chief Accountant. The report would include the date / time of modification, the amount being changed, the new amount as well as the name of the Junior Accountant.



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