

2015

Open Systems Global Services

Smart solutions

Since its soft-launch in August-2011 with the first “SOW” (Statement of Work) engagement at HSBC, OST’s Projects/Solutions division has gone from a fledgling 1-contract / 1-employee practice to a ~\$7 MM business unit in 3 years. In 2014, it was made a subsidiary entity named ‘Open Systems Global Services’.

CORE TECHNOLOGY FOCUS:

- Java & Microsoft suites - Application Development
- ERPs (SAP, Oracle, PeopleSoft, JD Edwards)
- Data Warehousing / Business Intelligence – *BIG DATA*
- IT Infrastructure Management, Network Security & Data Privacy – *CLOUD COMPUTING*
- Mobile Enablement / *Mobility Solutions*



OST's DNA:

- Highly-skilled employees
- Multiple skills quotient - domain plus technology
- Good communicators, carefully selected-high native intellect and strong work ethic
- The best people who exhibit the 3 A's: Ability, Attitude & Approach

People who work diligently and intelligently.

Venkatesh Sadagopan
OST Global Solutions

Business situation

Decision Management project initiative deals with providing underwriting intelligence to customer service representatives, underwriters and risk management capabilities for high net worth customers. At the heart of the project lies a dedicated Business Rules Management System namely ILOG JRules which is integrated with underwriting application to provide decision management functionality in deciding vendor reports to be ordered, assessing the risk and providing underwriting intelligence to underwriters and business users.

The overall goal of the initiative is to identify risk and act appropriately during the policy life cycle and achieve profitability and mitigate risk by providing underwriting guidance.

Technology Stack

Technologies used are:

- ILOG JRules BRMS 6.7.3 / Websphere ILOG JRules BRMS 7.1
 - Comprises of RES, RTS, DVS, Rules Studio
- J2EE
- Websphere Application Server
- Oracle 10g

Technical situation

Currently underwriting decision are determined by underwriters by manually referring to the risk manuals which are in the form of papers, spreadsheets, grids based on the policy / quote risk attributes. This results in higher turnaround time from quoting till issuance.

iLOGJRules BRMS brings in business rules decision management capability thus ensuring quicker turnaround time.

However, following are the list of few improvement areas:

- Provide ability to modify the business rules as and when needed in a managed environment.
- Provide framework to support DVS testing to users to check disruption.
- Provide strong development and integration architecture and framework to accommodate and perform business critical enhancements.
- Providing flexibility to implement changes in agile development environment.

Solution

- Provide core ILOG SME's to design and architect solutions leveraging capabilities provided by ILOG's DVS, RTS, RES, Sync functionality and provide a framework.

Delivery



The project was won and is delivered by OST in partnership with NJ-based firm 'Agile Rules Consultants' (ARC).

ARC worked with OST to help win this deal right from proposing the solution to creating the iLOGCoE (*Center of Excellence*) in Chennai-India.

The project is being delivered as follows:

- POC (Proof of Concept): to test and establish the process.
- All work done by offshore resources to be QC'd by onsite Technical Architect.

iLog is now IBM "WODM", utilized for Business Rules & Decision Management with Java scripting layer.

Open Systems Technologies, Inc. is a US-based IT services firm with over 1500 billing consultants and revenues in excess of \$300 Million. OST was founded in 1990 with the goal of providing top tier technical staffing to the financial services industry and has now expanded into the Projects/Solutions areas, offering end-to-end project delivery services to its customers in the USA and Canada. With 17 offices spread across USA and Canada, and one in Chennai-India, the company serves the Banking/Financial Services, Insurance, Healthcare, Pharmaceutical & Life Sciences, Manufacturing, Retail, Telecom, Hi-Tech, Energy & Utilities and Government verticals.