Update and Enhance a Multilingual Pension System

Client: UN Agency
Business Size: Corporation
Industry: Health
Country: Global
Technology: PowerBuilder 2019R2, SQL Server 2016

Objective: Support and enhance a multilingual pensions administrative system.

The Brief
OCS has a long-term relationship with the agency that came to us intending to upgrade the pension system from PowerBuilder 12.5 to 2017R3, and wanted the upgrade to be supported if any complications were encountered while regression testing the application.

OCS was also tasked with enhancing the application using SQL Server 2016.

Results:
- A new module to calculate required Pension contributions for clients who wish to take leave without pay was developed. This module included Excel extracts for reconciliation with finance systems and utilised Word templates to produce the required documentation

- Enhancement to the existing documentation process was made to generate documents for communications to pension scheme members

- A new generic memo process was created to enable the production of a large variety of documents based on word templates. Templates were written in English and French. In addition, a reminder process was set up to ensure the correct follow-up. Supplementary documents were produced, when required, for several different multi-stage business processes

- Development of a new module was undertaken to manage the separation of clients (i.e. people leaving the pension scheme). This can now be achieved in real-time using a wizard-based approach; this replaced a manual time-consuming paper-based process

- Numerous additional small changes and enhancements were made to improve efficiency

In addition
The OCS three-person development team were able to understand a new business domain, with a complex set of rules for an application with limited documentation.

Our flexible approach allowed the development to take place over a set period to accommodate the variable availability of the staff working in the UN Agencies Pension department.

Find out more
If we can help with enhancing your administration systems, we'd be happy to have a chat. Simply email our support team: info@ocs-powerbuilder.com