



ETL & Automation for University

PROJECT DETAILS

 Oct 2019 - Ongoing

 \$200,000 to \$999,999



"The team works very well with our team."

PROJECT SUMMARY

QASource provides data transformation services for a university. They have helped the client with their data migration from their current student information system to their new product.

PROJECT FEEDBACK

Thanks to the contributions of the QASource team, the client went from a 90% success rate with their data transformation to over 99%. The vendor established an excellent working relationship with the client and they are looked at as valued members of the team.



The Client

Please describe your company and your position there.

I am a Quality Assurance Manager with Southern New Hampshire University.

The Challenge

For what projects/services did your company hire QASource?

Initially we hired QASource to help with our data transformation from our current student information system, to our new product. The project has been pushed out several times over the years, and the work is still ongoing.

Since we've had such great success with QASource, we added staff to help with our automation efforts as well. Over the past few years, there has been a need to ramp up and ramp down...and QASource has been totally flexible in working with our needs



Mike Santoro
Quality Assurance Manager,
Southern New Hampshire
University

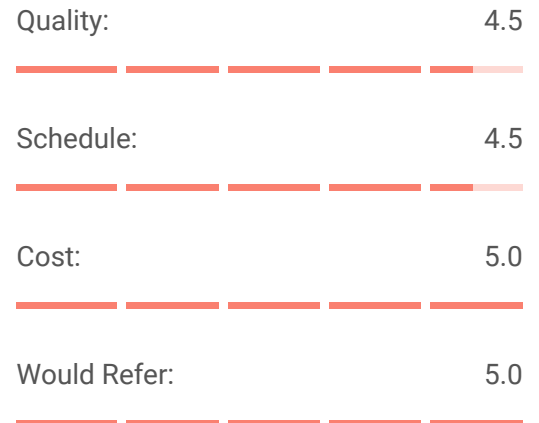
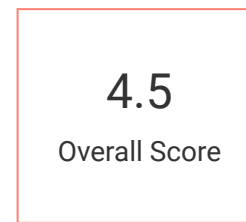


Education



**Manchester, New
Hampshire**

CLIENT RATING





The Approach

How did you select this vendor and what were the deciding factors?

We reviewed and contacted several vendors for the ETL work in 2019. QASource offered onshore, nearshore and offshore resource options. That was important to the project, even though we have not yet taken advantage of the nearshore option. We like the idea of having that as an option

Describe the project in detail and walk through the stages of the project.

There are way too many stages to get into here. But the ETL piece entails exporting the data, written in an old query language, and creating a .txt file.

The contents of the .txt needs to be compared against business rules/crosswalks and other validations, in order to "fit" into the new system. After it is "transformed" it is loaded into an Oracle database, where it is then compared to the actual data for accuracy.

With 100's of millions of rows, this is an enormous, time consuming effort. Each pass helps us clean the data, detect crosswalk errors, and detect load issues.

How many resources from the vendor's team worked with you, and what were their positions?

Initially it was 5...in the ETL space...we then added 8 automation engineers...so we maxed out at 13. Currently, we have 4 working in the ETL space and 4 in automation. I hope to add 3-5 more in the upcoming months.





The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

The results of our ETL effort through the first 5 rounds have been excellent. We went from a 90% success rate with our date transformation to over 99%. The next round will be a huge effort since we haven't performed this testing in over a year now, and expect the data to be back in the low 90% range...

How effective was the workflow between your team and theirs?

The team works very well with our team. They all have established an excellent working relationship and are looked at as valued members of the team.

What did you find most impressive or unique about this company?

The ability to adapt. This project has been very trying on many fronts. Sometimes the ask or the need is not very clear. They are always willing to help us with our resource needs, even when we need to ramp down for a period of time.

Most recently, we needed to ramp down last summer, but worked with us to bring staff back on board to get to current level.

Are there any areas for improvement or something they could have done differently?

I don't think so. They have been able to accommodate everything we've asked for to date, and I don't anticipate that changing anytime soon.

