



Bridging the Gap Between
Vision and Implementation™

CASE STUDY

Questia Media – Why Management Team Can Sleep at Night...

"Ever since we hired SSG to take over development and support of our Infranet billing system (renamed to Oracle BRM), the system has stabilized, our reports are accurate and now I can sleep at night."
Mike Miller, Chief Financial Officer Questia Media



ORACLE PARTNER

Client Profile

Questia is the first online library that provides 24/7 access to the world's largest online collection of books and journal articles in the humanities and social sciences, plus magazine and newspaper articles. You can search each and every word of all of the books and journal articles in the collection. You can read every title cover to cover. This rich, scholarly content -- selected by professional collection development librarians -- is not available elsewhere on the Internet. Undergraduate, high school, graduate students, and Internet users of all ages have found Questia to be an invaluable online resource. Anyone doing research or just interested in topics that touch on the humanities and social sciences will find titles of interest in Questia.

Client Need

Questia found themselves in a position in which actual revenues were not tracking with projected revenues, billing errors were starting to occur and they had a general feeling that customers would be lost if these issues were not resolved quickly. The CFO was losing sleep at night worrying that something more serious could be wrong with the billing system.

SSG Solution

After being contacted by Questia, SSG did a rapid initial assessment of the billing system and determined that many of the issues could be quickly resolved. SSG provided Questia with a roadmap to system stability and the option of outsourcing all support responsibility to SSG. Questia accepted the proposal for the stabilization effort and the outsourcing arrangement and in a few short weeks the system was operating better than it ever had. Some of the changes introduced were:

- Developing master control scripts with error checking so that processing would halt if a dependent process failed to execute
- Introduced detailed logging and automatic log scanning for errors with email notification
- Tracked down an intermittent communication error with the credit card payment processor
- Changed credit card re-collect logic to more quickly identify uncollectible accounts and save unnecessary transaction fees

Once stability had been achieved SSG proceeded to work on a myriad of enhancements for Questia that stopped revenue leakage and increased revenue collection.

Benefits

The SSG solution allowed Questia to regain confidence in their mission critical billing system, allowed them to again trust their revenue forecast numbers and as the quote above states, to sleep at night. Another benefit for Questia was a renewed confidence in the Oracle BRM product itself. Prior to SSG's involvement the general feeling was that the billing software package was causing the issues. SSG was able to demonstrate that this was not the case so a costly migration to a new billing system was avoided.

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