



## Reporting Software

### *Business Transformed: HR Reporting software for Citibank Singapore cuts down processing time from a few weeks to minutes*

*“Infinity has brought about a very good system that has enabled us to speedily generate impact-ful reports from the vast amount of data being captured from our survey. Infinity is capable of thinking through from the user's point of view and has been very sharp to point out improvement areas. This is important as it will allow the system to be more user-friendly. The project was also done in record time which was key to the success of this initiative”*

- Kelvin Wong, HR Manager

Citibank Singapore Ltd.

## Customer Introduction

Citigroup Inc. is today's pre-eminent financial services company, with some 200 million customer accounts in more than 100 countries.

## Business Situation

Citibank conducts their annual customer satisfaction survey known as the “Voice of Employee” survey. This survey is conducted for all contract and permanent staff worldwide.

Citibank Singapore were required to conduct the survey amongst permanent and contract staff in the Singapore offices. Data collected from the existing survey system was to be analyzed to generate over 30 reports at various organization levels and job types, which used to take 2-3 weeks to generate with the help of custom data entry and manual calculations.

Citibank awarded the contract to Infinity to automate the report generation process.

## The Challenge

The challenges faced were to

1. Export the data from the current survey system into a format that can be used for pre-processing
2. Design a wizard driven and user friendly UI
3. Develop a tool to allow users to select a single report by department, a specific report or batch generation of all reports
4. Performance optimization for a huge amount of data to be processed along with multiple mathematical operations
5. Create graphical bar charts, graphs and complex matrices to represent the reports visually.
6. Format the reports to conform with the standard design template

## Infinity's Solution

Infinity developed a desktop application using Visual basic Applications for Microsoft excel. Survey results were in the form of an excel dump so the report generation was broken into the following steps

- Step 1: Check for consistency: all fields are intact and all rows are available
- Step 2: Read through the file and store the data in temporary memory
- Step 3: Pre-process data and build common arrays that can be used by all reports – this way time for generation was cut down by reusing the data structures constructed.

## Case Profile

**HR Reporting software for Citibank Singapore**

**Duration::** 4 man months

**Environment::** Windows Desktop

**Technology used::** VB Macro and excel programming

**Services::** Product Design, Product development

**Results::** Cut down processing time from a few weeks to a matter of minutes, processes all 600 reports required for management reporting

Banking & Distribution Operations Total Subgroup Comparison  
Index Profile with History

Snippet of a report generated by the HR reporting software. Data shown is for illustrative purposes only.

Index Profile	Number Responding	Percent Responding					Total Favorable Sept 2005
		0%	20%	40%	60%	80%	
I. Employee Customer Satisfaction Index (10 items)							
Banking & Distribution Operations Total	251						77%
Branch Services Total	112						81%
Citiphone Total	57						69%
Tech Control/DSU Total	23						77%
Procurement/PSU/O&T Mgmt Team Total	10						87%
Transaction Services Total	49						75%
Singapore Total	953						70%

- Step 4: Report specific calculations – types of reports generated where comparison by department, cross comparison by countries, total report for complete overview.
- Step 5: Presentation of report – creation of an excel file with the design template and drawing of the report data – which is names of departments, processed information, corresponding visual charts complete with legends.

- Compatibility with older versions of Office – covering Office 97 to Office 2003

## Product Value adds

The following product value adds were developed by Imfinity:

- The main value add to the system was to make it configurable. Users can add/edit/delete new questions, which allow users to generate the same reports from varying types of surveys.
- Simpler UI – maximum of 3 clicks to generate any report
- Creation of a directory structure on the local system with auto saving of all reports within the directory structure for ease of access.

## Results

- **Improved productivity:** Imfinity was able to cut down the report generation process from a few weeks to a matter of minutes.
- **Improved reporting:** The software is today being used to generate ad-hoc reports for the management as well as to prepare quarterly reports of all types.
- **Batch processing:** The batch processing option also helps the HR department to generate ALL reports with a single click of a button.
- **Generates all possible HR reports:** Over 600 reports can be generated as the tool is left for processing.

# imfinity

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