

THE FILLMORE GROUP

Relational Database Solutions

Customer Success

Customer: The World Bank

Industry: International Finance

The World Bank is one of the premier supra-national economic development agencies in the world. Formed in the aftermath of World War II, the International Bank for Reconstruction and Development (as it was formally known) The World Bank spends millions of dollars per year for voice communications to support its worldwide mission. Given that many of its staff members are expatriates of other countries, the Bank was paying for a significant number of personal, non-Bank-related calls from its offices around the world.

The Fillmore Group assisted the Bank in two significant ways. First, TFG worked to optimize the database that captured transactions received from the Bank's long-distance voice communications carriers. The calls represented were reported in a concise format to each of the unit managers to determine if particular voice traffic was for legitimate Bank purposes.

Voice traffic to the fifty highest volume destinations was also reported in summary format. Using Distributed Relational Database Architecture (DRDA) connectivity to the Bank's mainframe DB2 database, The Fillmore Group crafted a procedure to capture, summarize, and print this data. This process reduced the staff time to produce these reports from one week per month to one hour per month.

With the new ability to capture and track personal calls, and by instituting policy to charge them back to employees, the Bank realized first-year savings of over \$5 million USD by virtually eliminating non-business calls.

