CBS System Review

Introduction

Any major software implementation should be periodically reviewed; Ebix Australia can assist with reviewing your specific implementation of CBS. This involves an on-site review of your internal procedures and processes in and around the CBS application.

The objective is an operational review identifying options in use within the system, system status and effectiveness. The review will include discussions with key staff to gauge how the system is being used and level of system knowledge.

Review Process

The review is conducted onsite involving an analysis of operational aspects of the CBS installation and discussions with key personnel.

Review Report

A detailed report is provided at the conclusion of the review detailing findings of the review as well as recommendations for operational or system improvements.

Review Process

- Evaluation of current modules and options being used

- Provide recommendations for modules or options not in use

- Review of Security and Company/Branch/ Department structure

- Operational review – system setup, processing and reporting

- Review areas of concern or inefficiency

- Outline best practise advice

- Assist with new business initiatives and system support

- Procedures for implementing new software releases, handling support requests and other operational issues

- Review outstanding support, logging of issues and communication with Ebix

- System audit procedures are also carried out to verify the status of the CBS system