



## Strata\* Support Services

### Risk Management Expertise

Labrynth, Inc. realizes that the business of risk management is a discipline that requires sophisticated tools and the continuous monitoring, analysis and adjustment of decision strategies in order to maximize effectiveness cross the customer relationship life-cycle. Whether it be originations, existing customer management, customer retention or collections and recoveries, the effective use of risk management tools and techniques can give telecommunications and financial services organizations a significant advantage over their competitors.

*Labrynth specializes in risk management processes, strategies, and systems across the customer life-cycle with extensive technical and functional experience in working with the CGI-AMS Strata product.* We have led and delivered multiple development, implementation and upgrade projects for various versions of Strata (including 4.0), working on both the functional and technical aspects of projects across the entire system development life-cycle. Because we possess this thorough understanding, Labrynth is uniquely positioned to successfully execute on your risk management projects to deliver maximum benefit.

We offer a broad range of services and deep product knowledge centered around best-in-class risk management practices with particular emphasis towards the Strata product. The following summarizes our offerings:

### Strata Support and Administration

Organizations are often unable to dedicate the regular attention and support needed to fully realize the business benefits of the Strata technology. As a result, a number of important business maintenance tasks are neglected. In order to fully achieve business benefit, decision engines such as Strata require monthly monitoring, preferably by an expert who has deep experience in decision engine strategy and technology. Our experts provide the following services:

- Analysis of key reports
- Readout of the analysis findings
- Recommended changes, if any, to gain greater benefit
- Facilitation with key stakeholders to discuss and develop recommended changes to strategies

Benefits include optimal use of the Strata tool, cost

savings and availability of staff.

### Strata Software Upgrade Services

Services designed to assist in the upgrade of the Strata software from a functional and technical perspective. Includes task areas such as task planning and management, requirements gathering, interface design, analysis and translation of the control tables from the current environment to the upgraded environment, strategy definition, testing, implementation support and end user training.

### Strata Model Implementation Services

Services to assist our clients in the implementation of new behavioral models within Strata. These services include a detailed evaluation of new behavioral model specifications and analysis of Strata-specific items such as scoring triggers, data extracts and attributes; grouping of accounts into segments, portfolios and test groups; decision trees and adjustments to strategies and other Strata tables to support new behavioral models.

### Strata Strategy Optimization Services

Evaluation of the strategies in place within Strata, how Strata is utilized within the client environment and the manner in which the Strata tables have been configured to support risk assessment, account segmentation and champion/challenger strategies. Labrynth reviews the integration between Strata and target systems to support operations and strategy evolution. Our services include a review of all pertinent Strata trees, decisions and triggers related the business application. Key areas such as business objectives, segmentation, treatment evaluation, re-decision logic, and regulatory requirements are addressed. Labrynth drives the development of the optimized strategies, and facilitates the implementation of the optimized strategies through our methodology.

### The Labrynth Difference

Labrynth's goal is to help our clients better manage their projects and initiatives, resulting in increased efficiencies and a higher quality end product. By leveraging our Strata support services you can create efficiencies by integrating operations, systems, processes, and people.

Labrynth is more than a consulting firm that provides one-dimensional solutions. Our consultants offer complete solutions, selectively used to meet the overall business objectives of our clients.

### About Labrynth, Inc.

Labrynth, Inc. is a Chicago-based professional services firm specializing in Business and Technology Consulting, Project Management, and Call Center Operations. Using an approach that is based on people, process and technology, Labrynth, Inc. offers complete solutions, tightly coupled with the overall business objectives of our clients. Our consulting know-how, combined with project management skills and expertise, allow us to truly partner with our clients to achieve successful project delivery.

**Contact us today to find out what Labrynth can do for your organization.**

\* *Strata is a registered trademark of CGI-AMS*