Applications

ORCA Client

Used for data entry and working of accounts.

- Client entry
- Entry of Notes
- Creation of Payment plans

ETL Studio

Used for the importing and exporting of data.

- New Business
- Payments
- Updates

Document Production Centre

Used for the generation of documents in the following formats:-

- Word
- PDF
- File (CSV,TXT,XML)
- Email
- SMS Text

SQL Server

ORCA Production Database

ORCA Reporting Database

Integration Services

Used for the automated data processes required to run overnight.

- Process Direct Debits
- Debit / Credit Card Processing
- Dialler File Creation
- CAIS File Generation

Microsoft SQL Server 2008

Web Server

Reporting Server

+ IIS

Reporting Services

Used for the generation of reports and charts which can be output directly to Microsoft Office, scheduled for automatic generation and emailed upon completion.

Microsoft ASP.net

Internet

Internet Explorer

Mechanism used for selection and processing of reports.

Online Payments

Mechanism used for allowing debtors to pay online or setup a direct debit.

Mobile Device

Use of hand held devices for working of accounts.
E.g. doorstep visits