# Year in Review User Group

September 2019

Commercial in confidence

# Environment Update

Product focus during the year was stability and speed of application results.

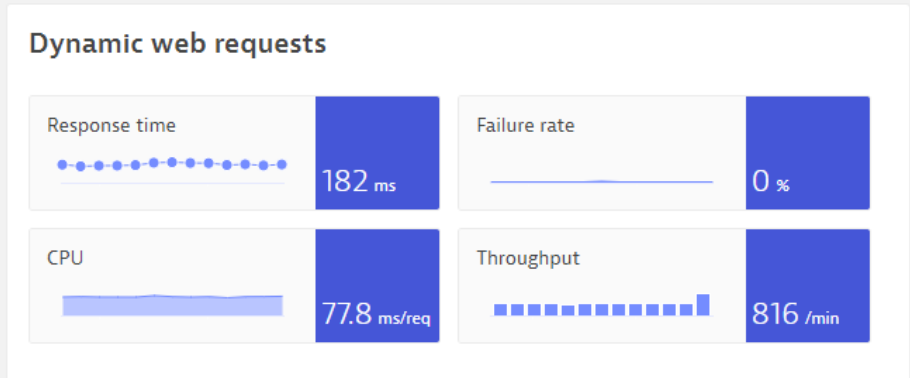
September 2018 saw major changes to how the platform was behaving resulting in a massive improvement to outages caused by the application or architecture.

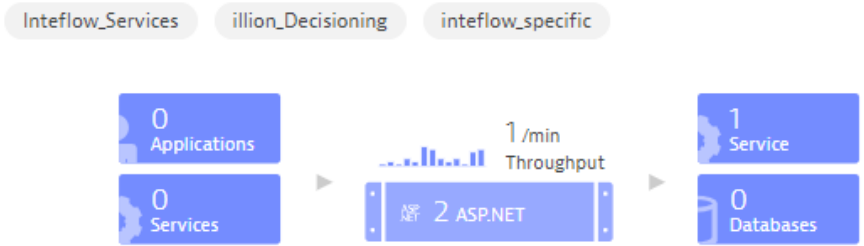
During the shift to the new hardware stack in the Data Centre in May, there were outages experienced due to routing and security changes. Highlighting improvements to the documentation and change release process.

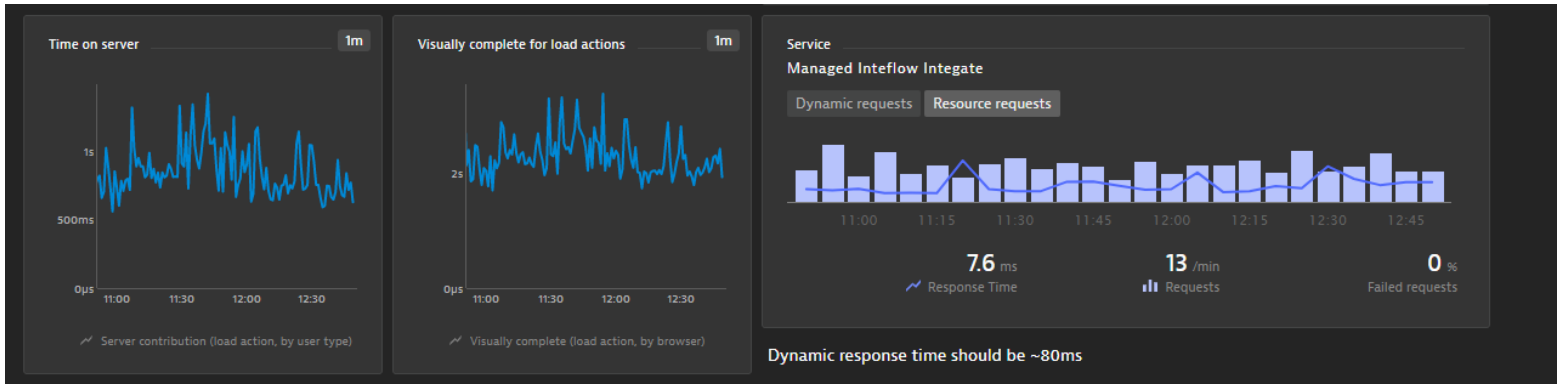
Introduction of Dynatrace monitoring, including operational dashboards

12 month review shows us these results are trending in the right direction

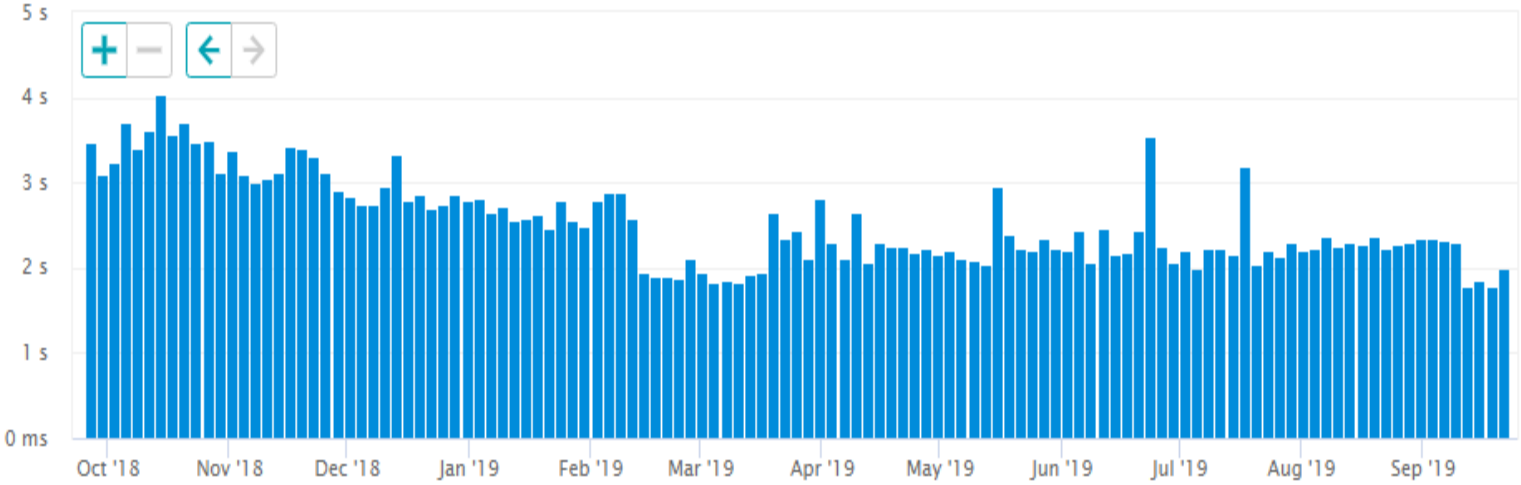
# Monitoring Dashboard



# Response Times last 12 months

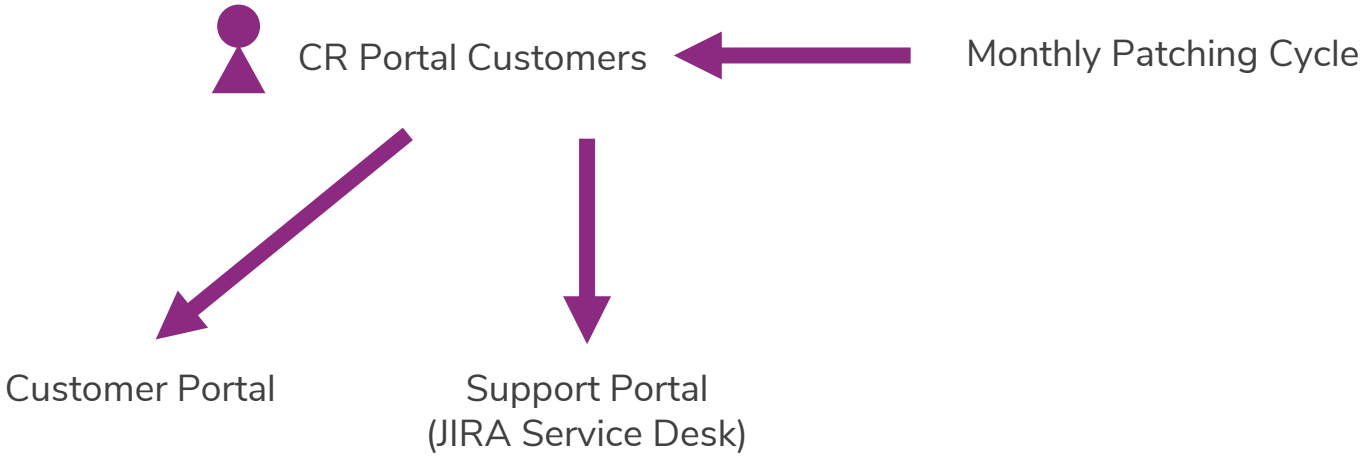


# Support Update

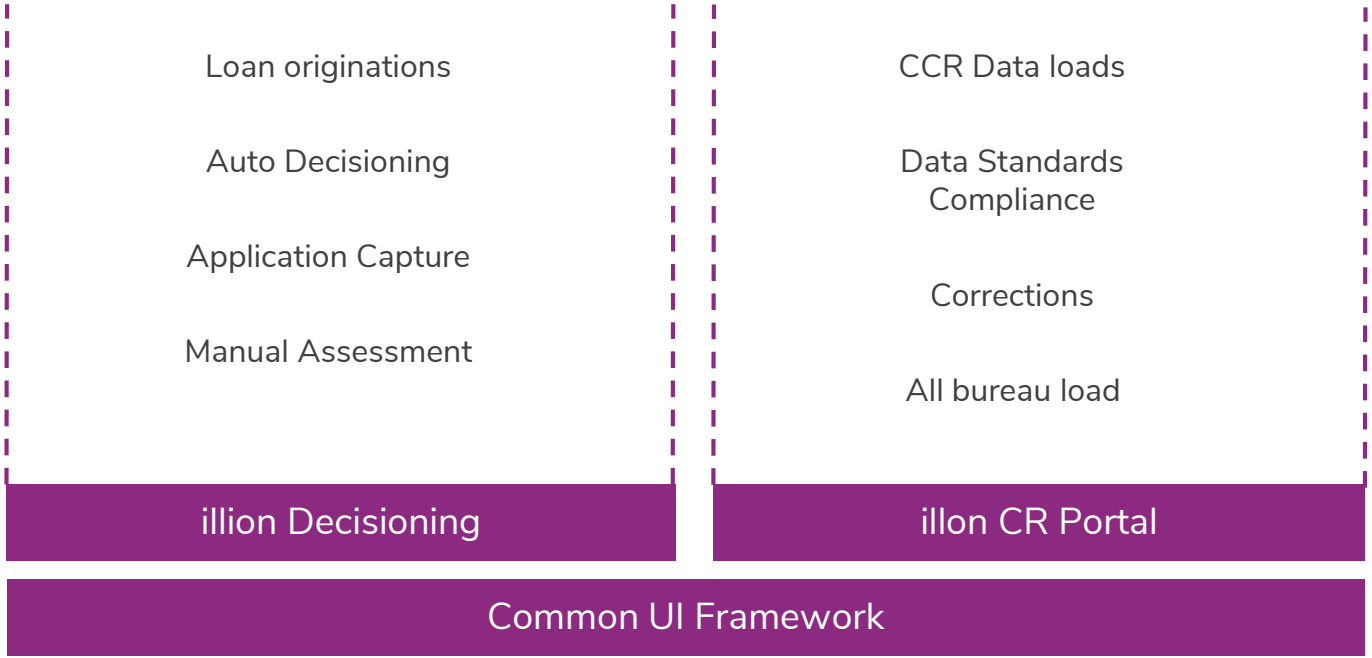
- Increased team numbers to help support our growth
- Incorporated the Enhancements process within this space
- Josh brought on-board to address our processes and customer-first attitude
- Self service options now reviewed monthly for how we can help our customers help themselves
- New Customer Portal for documentation, release notes, FAQ's etc
- Ability to gain Patches; licensed clients can now self serve the monthly release updates
- System monitoring improvements utilising Dynatrace
- P1 notification via automated SMS – In progress

# What we have achieved with IDS

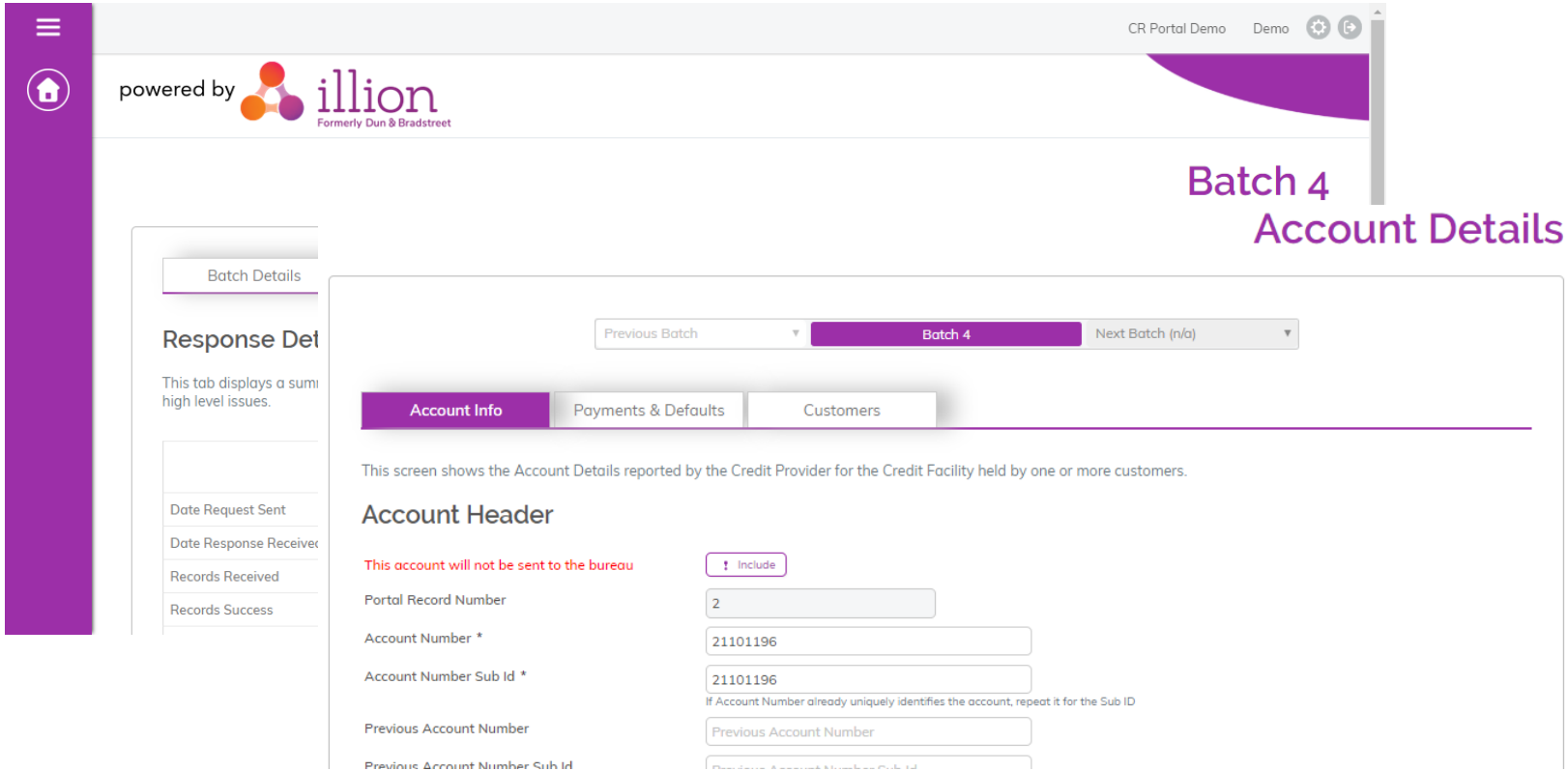
# Aligning CR Portal Delivery and Support



# illion Decisioning version 5.2.0

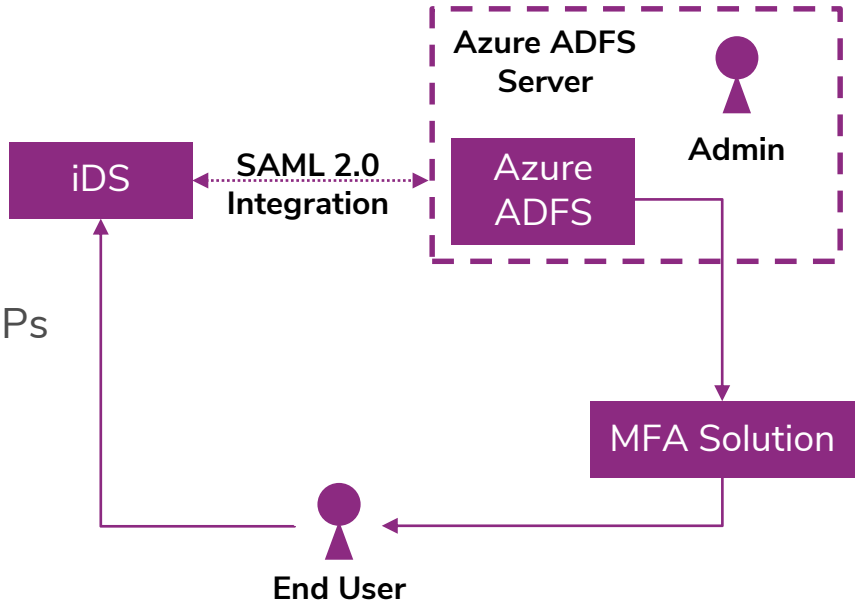


# CR Portal


CR Portal Demo
Demo
powered by illion
Formerly Dun & Bradstreet
Batch 4
Account Details
Batch Details
Response Det
This tab displays a sumi
high level issues.
Date Request Sent
Date Response Receive
Records Received
Records Success
Previous Batch
Batch 4
Next Batch (n/a)
Account Info
Payments & Defaults
Customers
This screen shows the Account Details reported by the Credit Provider for the Credit Facility held by one or more customers.
Account Header
This account will not be sent to the bureau
Include
Portal Record Number
2
Account Number *
21101196
Account Number Sub Id *
21101196
If Account Number already uniquely identifies the account, repeat it for the Sub ID
Previous Account Number
Previous Account Number

# Single Sign On with Azure ADFS

- Single Sign on Solution
- Multi-factor options
- Build a SAML 2.0 connector
- Connector can expand to other iDPs



# Single Sign On with Azure ADFS

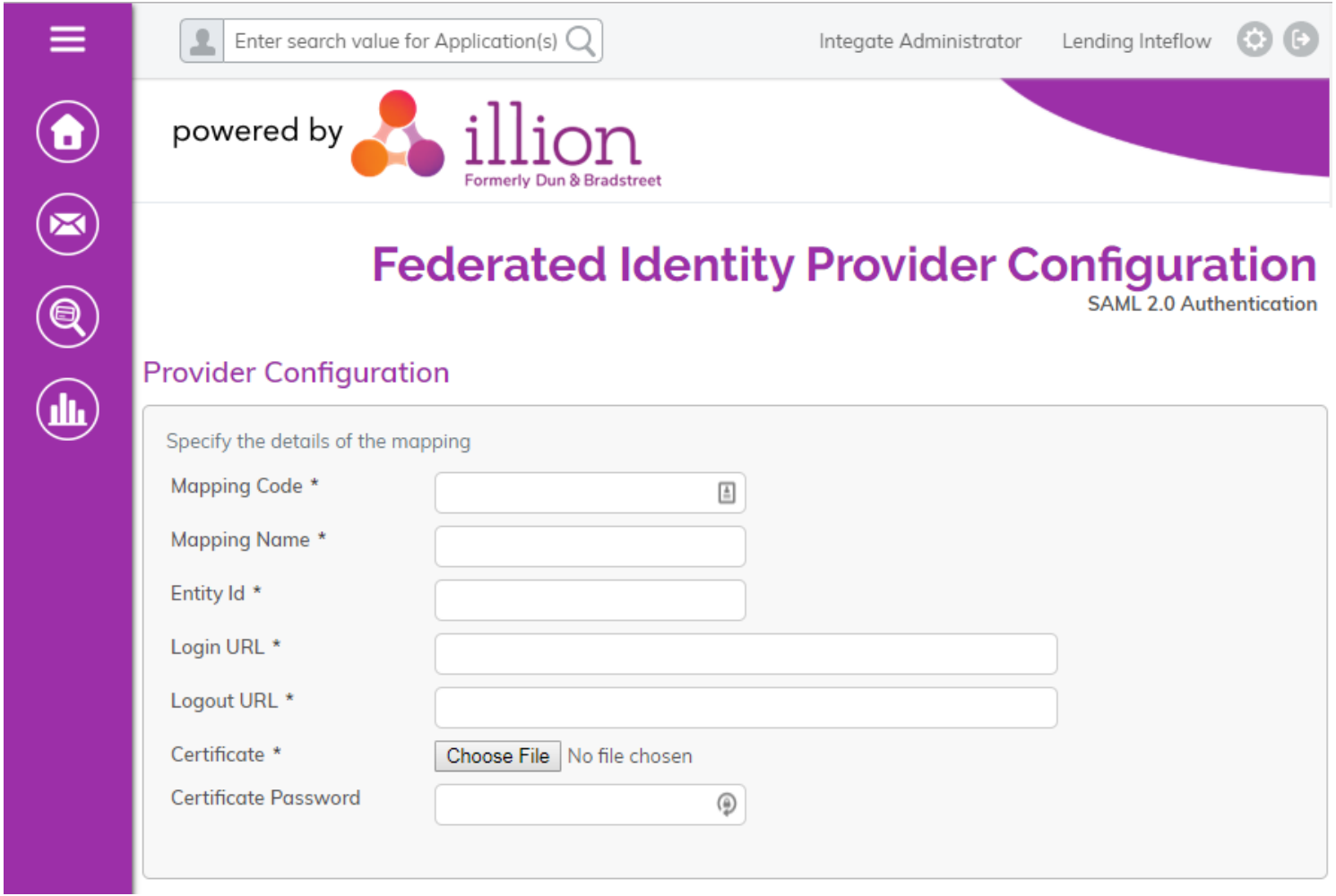
## Identity Providers

- Microsoft
- RSA
- Okta
- Symantec

## Multi-Factor Options

- Soft Tokens
- Hard Tokens
- Biometrics

A SAML based integration will allow us to target all of these.

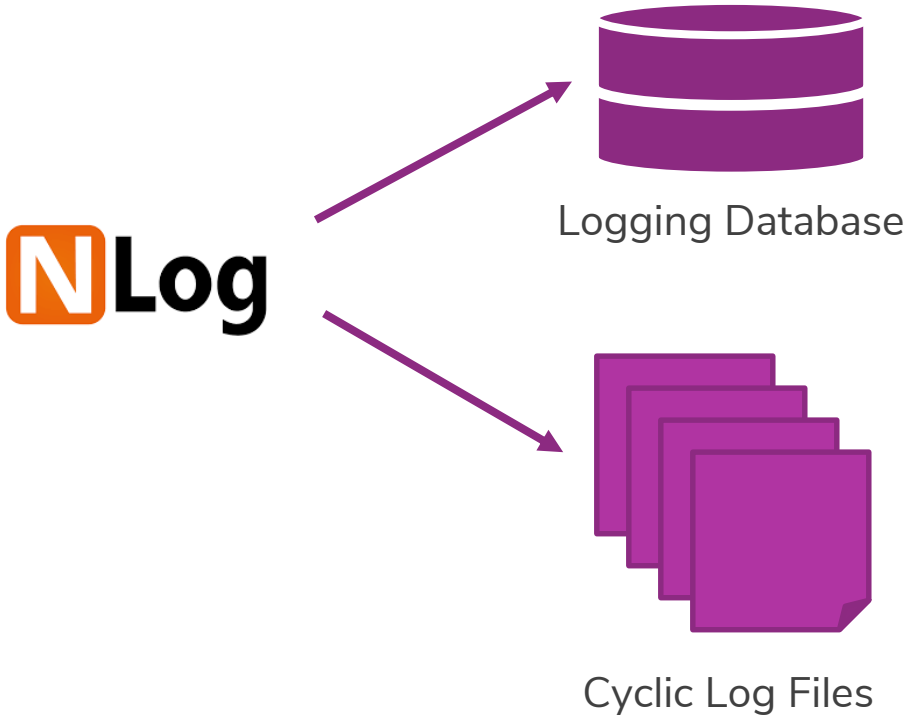

Enter search value for Application(s)
Integate Administrator
Lending Inteflow
powered by illion
Formerly Dun & Bradstreet
Federated Identity Provider Configuration
SAML 2.0 Authentication
Provider Configuration
Specify the details of the mapping
Mapping Code *
Mapping Name *
Entity Id *
Login URL *
Logout URL *
Certificate *
Choose File
No file chosen
Certificate Password

# nLog Logging Engine

illion Decisioning Components

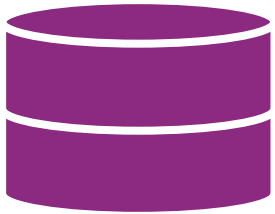
Nlog is a standard toolset for log formatting and tracking.

Customers can access and review logs



# Other Enhancements

Support for XSLX



Notification on Datastore

Loop detection and recovery

# Performance

## Dashboard Performance

- Application search
- Dashboard widgets
- Precompute Tables
- Underwriter assignment indexing

## Engine Performance

- Engine timing restart
- Memory utilisation
- Database storage
- Prevent reporting from locking data

# Security Enhancements

- SQL Sanitisation in the workflow
- Windows authentication for patching and installation
- Microsoft framework updates
- Routine OS patching

Luke Croft
Product Manager
illion Decisioning and CR Portal