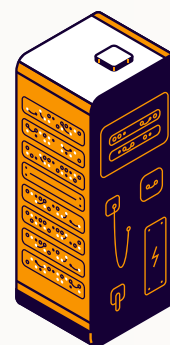




TU FILE DELIVERY MONITORING: ENSURING TIMELY COMMUNICATION WITH TRANSUNION

EXECUTIVE SUMMARY

To safeguard the consistency of its operations and reduce the risk of delays in critical workflows, SavvyMoney Inc. identified a need to monitor the reliability of automated communications from TransUnion—particularly those linked to BCS request processing. The company engaged Innovative Digital Transformation LLC (IDT) to build a specialized monitoring solution that ensures critical status notifications are received on time. The resulting system leverages Google and AWS services to automate email flow analysis, enable timely alerts, and improve visibility into this high-impact data exchange.



THE CHALLENGE

In an environment where precision and timeliness are paramount, SavvyMoney needed to address blind spots in its email-based communication with TransUnion. These notifications, which signal the progress of BCS request handling, were previously vulnerable to unnoticed delays or delivery failures—threatening downstream processes and customer service outcomes. To improve control over this flow, SavvyMoney required a solution that would monitor and alert the team when key emails were not received within expected timeframes.

To meet these requirements, the project focused on several key elements: monitoring the flow of critical emails from TransUnion, detecting whether expected notifications are missing or delayed, and triggering automated alerts to key personnel. Additionally, the supporting AWS infrastructure was to be deployed using Spacelift CI/CD, while email intake would require a dedicated Google service account and scripting for secure forwarding.

"Reliable communication with TransUnion is critical to our operations, and previously we lacked timely visibility into the delivery of key status notifications. This introduced potential risks to downstream processes.

IDT designed and implemented a tailored monitoring solution that significantly enhanced our ability to detect and respond to delivery anomalies. Their thoughtful approach—combining email analysis, alerting, and AWS infrastructure—has strengthened both our responsiveness and operational oversight.

We greatly value IDT as a strategic partner and highly recommend them to any organization looking to improve service reliability and communication monitoring on AWS.

Michael York
VP, Information Security and DevOps
SavvyMoney Inc.

IDT SOLUTION

IDT developed a fully automated monitoring pipeline tailored to SavvyMoney's operational and compliance needs. The solution began with configuring a Google service account to receive redirected notification emails from TransUnion. A Google Apps Script—sourced from a dedicated MSP repository—was then deployed in the account to automatically process and forward these emails for analysis.

To manage and analyze incoming data, IDT built a system that parsed relevant email content, stored it in a structured database, and compared it against predefined thresholds for delivery timing and volume. When deviations were identified, automated alerts were issued to the Email Marketing Group to prompt immediate review.

The AWS infrastructure supporting this solution was provisioned through Spacelift CI/CD pipelines and included AWS Lambda to handle backend automation tasks efficiently and securely. The overall architecture was designed to be scalable, maintainable, and closely aligned with SavvyMoney's workflow and incident response standards.

THE BENEFITS

This initiative provided SavvyMoney with immediate improvements in visibility and operational readiness. With automated monitoring now in place, the team is promptly informed of any missing or delayed notifications from TransUnion, enabling quicker resolution and continuity in data exchange. The architecture, built with scalable AWS components and Google Workspace automation, ensures that the solution is future-proof and efficient.

The TU File Delivery Monitoring system has proven instrumental in strengthening communication oversight, reducing operational risk, and supporting compliance and audit readiness through traceable, automated alerts.



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