



Michigan Insurance Company

Using IVANS consulting expertise to optimize data accuracy and workflow

Challenge

Michigan Insurance was spending a great deal of time managing its download and upload using manual processes on different systems. For example, personal and commercial lines download data was received via a mapped drive on an AS/400, whereas personal lines upload was received from a variety of other sources.

Download processes had not been updated in a while and Michigan Insurance had limited resources to keep them current. Those issues, combined with time constraints, made it difficult to get this project off the ground. Therefore, the carrier asked IVANS consultants to perform a data discovery of download content and evaluate batch upload and download processes to identify areas for improvement.

Solution

After performing an evaluation, IVANS consulting team consolidated the batch download for both the personal and commercial lines, streamlined batch upload where applicable, and placed all the carrier's applications onto a single network. Additionally, the consultants updated the download and upload scripting, so new and more accurate policy data content was available to Michigan Insurance's agents.

To make download easier and faster, IVANS consultants migrated Michigan Insurance's agents to IVANS E-Commerce server (ECS). Moving to a high-speed broadband connection via IVANS ECS for download saves agents valuable time, and gives both the carrier and agents access to web-based management tools for administrative tasks and online policy inquiries. With IVANS ECS, Michigan Insurance can also search and resend single or multiple policies to its agents.



Customer Need:

Due to various time-consuming and manual steps involved in the batch upload and download, Michigan Insurance needed to consolidate and automate these processes for both personal and commercial lines. The carrier also wanted to enhance its policy data content.

IVANS Solution:

Within three months, IVANS combined batch upload and download processes to eliminate many manual processes. Download and upload scripting was also updated to improve the data flow.

Newer technologies, such as IVANS E-Commerce server (ECS), IVANS Transfer Manager™, and IVANS Transformation Xpress™, were implemented, thus enabling the carrier to save money and time.

Key Benefits:

- By leveraging IVANS, the time required by the carrier's IT resources was minimized, and they got to market faster than if they did it themselves.
- Project risk was greatly reduced due to IVANS consultants' extensive knowledge of data translation and standards, and proven ability in design, testing, roll-out and optimization for batch upload and download.
- Implementing industry solutions such as ECS, Transformation Xpress and IVANS Transfer Manager.NET make it easier for Michigan Insurance to communicate with its agents.



As part of the enhancements, IVANS consultants updated Michigan Insurance's software translation tool, IVANS Transformation Xpress and replaced a second solution with it, thus providing one platform and consistency across translations.

The consulting team completed additional enhancements to the download workflow, including certifying umbrella policy data in commercial lines with Applied Systems, and adding the "email alerts" transaction for underwriters, agencies and home office personnel.

IVANS consultants also put together a roadmap for implementing real-time, which included the systems Michigan Insurance would need and the important steps that were required. Because the consultants understood the interdependencies of these steps, they advised the carrier on a project plan that would minimize their risk and accelerate their time to market.

Results

In just three months, the carrier enhanced approximately 12 data formats that were located in various agency management systems with minimum involvement required by Michigan Insurance's IT resources. The project also streamlined the workflow for 150 agencies in more than 200 agent locations, and was completed without any downtime or disruption to either the carrier or its

"IVANS is a trusted and well-known partner in the industry, and their consultants bring a lot of experience to the table. Their role is that of a valued advisor, and they frequently provide strategic recommendations that improve the ease of communication between us and our agents."

– Michael S. Paulin
IT/service unit manager
Michigan Insurance Company

agents, although the IVANS consulting team put together a contingency plan just in case.

By becoming fully automated and incorporating the necessary enhancements, a more complete and accurate data picture of Michigan Insurance's customer policies is now available, thereby enabling its agents to respond more quickly to inquiries and have more time for upselling. Its agents' errors and omission rate also decreased significantly and the carrier was able to share improved policy data with its agents more quickly and more cost effectively than if it had tried to implement this project in-house.

About Michigan Insurance:

Michigan Insurance Company first began offering insurance coverage to the state of Michigan in 1998. Over the past ten years, the company has seen impressive growth and is ranked as the 25th largest P&C carrier in the state.

The company is privately held by West Bend Mutual Company, the company's partner independent agents and the company's employees. Product offerings include: personal auto, home, package, umbrella, mobile home, rental / dwelling, commercial auto and garage, commercial package (GL, crime, inland marine, fire, commercial umbrella) and workers compensation.



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