



Modernizing to Attract and Retain Talent



Safety Insurance, founded in 1979, is a leading provider of property and casualty insurance in Massachusetts, New Hampshire, and Maine. The company offers a portfolio of personal lines of insurance products including private passenger auto, homeowners, dwelling fire, and personal umbrella policies as well as commercial lines of insurance products spanning commercial auto, business owner, commercial package, and commercial umbrella policies.

Challenge

At the heart of Safety Insurance's business is a proprietary claims processing system, which runs on an IBM® i environment. A bottleneck that the company often experienced was its ability to access third-party systems, which is essential for processing customer renewals in a timely fashion. Long-time employees often found these systems difficult to use, with poor response times that impacted productivity. At the same time, many younger employees were struggling with the technology, citing it was difficult to learn and navigate. In fact, some employees had never seen a green screen before, having grown up with mobile and browser-based applications.

Safety Insurance briefly considered replacing its existing systems but calculated that the project could take more than three years to complete and cost millions of dollars — with no guarantee of success. However, the IT team decided to begin searching for ways to better harness its system's power while also making it easier for employees to perform day-to-day tasks.

Solution

After conducting a proof-of-concept round with several solutions, Safety Insurance decided to work with Rocket Software and implement Rocket® Modern Experience into its IT systems. The IT team liked that Rocket Software's solutions required little coding and would not disrupt production systems during the implementation process. Safety Insurance went on to rebrand this new system as "SEDonA," utilizing both Rocket Modern Experience and Rocket® API as the linchpins.

Working on extremely tight timeframes, and with the help of Rocket Software, the IT and business analysis team at Safety Insurance trained a group of RPG programmers and targeted key groups within the company for rollout. Before deploying company-wide, the organization piloted its new system with a small group of internal users who helped take ownership of the project. Their feedback helped the IT team continue to evolve the system.

The Challenge

Safety Insurance needed to modernize its IT systems to improve operational efficiency and attract and retain critical technology talent

The Solution

Rocket Modern Experience delivered the tools needed to transform complex legacy systems into a user-friendly experience for employees.

New employees have reduced training time by over a week and claims adjusters continue to provide positive feedback about the system. Everything is so organized you don't have to hunt to find the information you need. Instead of having to use function keys, you just double click."

CHRIS SMITH

Information Technology Director, CISM

Results

Within a short period, hundreds of employees at Safety Insurance were using SEDonA. While the company ultimately converted 800 pages of green screens to a more modern, menu-based interface using Rocket Modern Experience, the project involved much more than a conversion to a new GUI. The team used Rocket API to automate several time-consuming manual processes and introduce new workflow improvements that save both time and money.

Today the system is customized to address various roles within Safety Insurance, ranging from claims adjuster to telephone dispatcher. Users only see the knowledge and options required for their jobs. The team has also built up an inventory of APIs that they are reusing in their internal applications, with plans for future use across the company. SEDonA masks much of the former complexity involved with researching renewal policies within the third-party databases, presenting the information in tabbed, easy-to-read formats. The IT team estimates that research time has decreased by 75%.

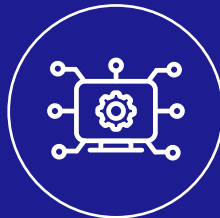
The IT team continues to run SEDonA as a product, with a roadmap and ongoing feedback from its more youthful group of claims adjusters. IT leveraged and extended Safety's infrastructure investment while significantly improving the efficiency of the carrier's lifeblood — processing claims.

Rocket Software's impact on Safety Insurance



Enhanced Efficiency

Rocket Modern Experience enabled Safety Insurance to enhance its claims processes and generate an improved customer experience.



Modernized Interfaces

Leveraging Rocket Modern Experience, Safety Insurance was able to convert more than 800 green screens to a modern GUI.



Improved Employee Experience

With a modern GUI in place, Safety Insurance was able to better support its employees, improve training and attract more top talent.

Modernization. Without Disruption.™

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