PYRAMIDSOLUTIONS

VISIONARY SOLUTIONS ▲ EXCEPTIONAL RESULTS

CASE STUDY

TRANSFORMING BUSINESS EFFICIENCY AT *EMPLOYERS* INSURANCE GROUP

EMPLOYERS®

EMPLOYERS, America's small business insurance specialist®, has been providing cost-effective workers' compensation insurance for over a century. With competitive pricing, financial stability and entrepreneurial spirit, EMPLOYERS remains focused on keeping America's small businesses not only working, but working safely. Now more than ever, small business owners are the cornerstone of the US economy – fueling innovation, creating jobs, and helping our local communities thrive.

Producers rely on their sophisticated technology across the country to connect with EMPLOYERS, and to connect us to our small business customers. From providing a quick quote to managing claims compassionately and efficiently, they strive to offer a superior ease of doing business to small businesses and their employees.
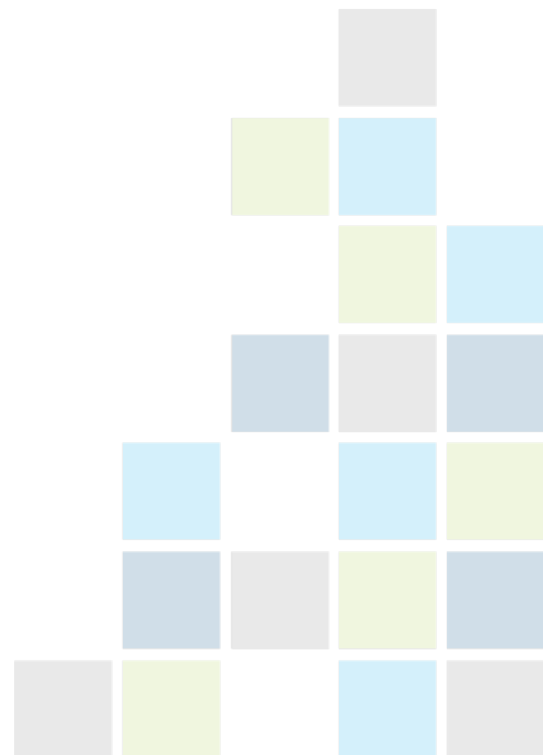
It is their dedication to streamline service that sets them apart from the competition. The workers compensation professionals at EMPLOYERS are driven, committed and genuinely care, standing ready to help you and your small business succeed.

Explore what EMPLOYERS has to offer and see why small businesses throughout the U.S. rely on them for their workers compensation needs, year after year - https://www.employers.com.

CLIENT SNAPSHOT

Meet EMPLOYERS Insurance Group, a dedicated provider of workers' compensation insurance and related services for small businesses across the United States. With a nationwide presence, their mission revolves around gaining a deep understanding of and catering to the unique needs of independent and entrepreneurial companies.

THE CHALLENGE

EMPLOYERS Insurance Group faced a series of strategic objectives that demanded attention. These objectives included addressing technical debt, improving processing efficiencies, and elevating customer service metrics. To tackle these challenges, they embarked on an intensive eight-month vendor evaluation journey, which led them to select Pyramid Solutions as their primary vendor, with IBM technology serving as their preferred automation platform. Their criteria for selection encompassed two key elements:

A Strategic Partner in Innovation:
- Their chosen vendor needed to possess industry expertise and a demonstrated track record of effectively implementing modern technology to streamline business processes.

A Robust and Agile Technology Platform:
- The selected technology platform had to offer flexibility to address a variety of business automation scenarios.
- It was imperative that the technology platform demonstrated a low Total Cost of Ownership (TCO) and an open architecture that facilitated seamless integration with existing systems.
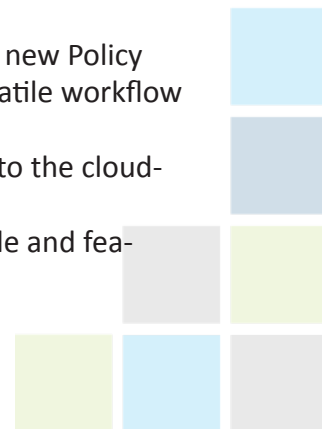
THE SOLUTION

Revamp Claims Processing: EMPLOYERS embarked on a multi-year transformation program aimed at replacing their in-house claims processing and policy management systems. The initial focus was on the claims processing business, and here is how the transformation unfolded:
- The legacy claims processing system was replaced by three new systems: a new Claims processing system of record, a Customer Correspondence Management system for generating outbound customer correspondence, and IBM's FileNet P8 as the repository.
- A cloud-first strategy was adopted for all new technology, encompassing Identity and Access Management, API Gateways, and dedicated VPN tunnels within a hybrid-cloud environment.
- Data and content were successfully migrated from an on-premises custom repository to a more agile and scalable cloud-based repository.
- Document ingestion was streamlined, covering network drives, scanners, and third-party service providers.
- The packaging and delivery of documents to external entities, such as state regulators and legal entities, was automated.
- A seamless and integrated user experience was ensured across the three newly implemented systems.
- Operational data was efficiently delivered to their data lake for in-depth analytics and reporting.

Upgrade the Policy Management System: Building upon the foundation laid by the Claims project, EMPLOYERS initiated a similar transformation for their Policy Management System in the second project:
- The legacy policy management system was replaced with two new systems: a new Policy Management system of record, IBM's FileNet as the repository as well as versatile workflow engine.
- Data and content were migrated from an on-premises ImageRight repository to the cloud-based repository.
- ImageRight Document Routing workflows were replaced with the more flexible and feature-rich FileNet workflows.

About Pyramid Solutions, Inc.

Your process needs to flow smoothly and we're here to help with enterprise information management solutions. Pyramid Solutions provides solutions for advanced case management, business process management, advanced document imaging and RPA to drive greater operational efficiency and reduce dependency on paper-based and manual processing.

With years of experience, we have a deep understanding of the most complex systems. With your business goals leading every decision, we offer creative, effective solutions. For additional information about Pyramid Solutions, visit PyramidSolutions.com.

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THE SOLUTION CONT.

- Document ingestion was further improved to include network drives, scanners, and third-party service providers.
- A seamless and integrated user experience was maintained between the two systems.
- Operational data continued to be delivered to their data lake, ensuring comprehensive analytics and reporting.

SOLUTION COMPONENTS FROM PYRAMID & IBM

EMPLOYERS leveraged a suite of solutions from both Pyramid and IBM, including:
- IBM SaaS Subscription for the DBA Platform
- IBM Datacap (on Cloud)
- IBM Case Manager (DBA Platform)
- IBM Operational Decision Manager
- Pyramid eXpeditor
- Pyramid Agile eXporter
- Pyramid Migration Manager
- IBM Business Automation Insights with Business Performance Center (dashboards)

FUTURE FUNCTIONALITY

The future holds exciting possibilities for EMPLOYERS Insurance Group, including:
- Support for Fraud Investigations
- Intelligent work assignment based on authorization levels, worker capacity, and availability.
- The integration of Artificial Intelligence for document recognition and work assignment.

This refined customer case study provides a comprehensive overview of EMPLOYERS Insurance Group's journey to transform their operations, making it more informative and engaging for the reader.