



Conversion Story | Property & Casualty Insurance

Midwestern P&C Insurance Company

Leaves IBM for the flexibility of OnBase by Hyland

As a Midwestern P&C insurance company, this insurer lived in an IBM world. This was a world where IBM was considered the only choice by companies of any size.

In this strict world with limited flexibility, active directory ruled all. Handling exceptions meant custom code. And when IBM told companies to upgrade, they upgraded or IBM left them behind, alone and unsupported. An upgrade took as long as it took, and companies would just have to accept being down or processing manually during that time.

This was a place that most companies could not afford, but also could not escape. This Midwestern insurance company believed that, too. Until they found OnBase.

Delays and cancellations in an IBM dominated world

“It was Big Blue or it didn’t exist,” recalls one OnBase administrator. “And Big Blue required over 300,000 rules in active directory to manage security for our organization.”

The insurer was using IBM OnDemand for COLD reports and IBM Content Manager for any kind of scanned content. Updating keywords and re-indexing documents proved to be continuous pain points that plagued the company.

Being at the mercy of IBM, this company believed there could be no solution to these problems unless IBM decided to fix them. The critical pain point, though, was that Content Manager and OnDemand were two completely independent systems with no ability to connect or integrate to each other.

CUSTOMER

Midwestern P&C Insurance Company

INDUSTRY

Insurance

SIZE

475,000 members
680 employees

LOCATION

Kentucky

ONBASE INTEGRATIONS

Guidewire ClaimCenter
Microsoft Outlook
RightFax

DEPARTMENTS USING ONBASE


Accounting
Administrative Services
New Business Claims
Policy and Risk Management

CONVERTED FROM

IBM Content Manager
IBM OnDemand

One platform **Unlimited potential**

OnBase[®]
by Hyland



"Big Blue required over 300,000 rules in active directory to manage security for our organization."

– OnBase Administrator, Midwestern P & C Insurer

IBM had promised to merge these two systems for years and even went so far as to promote it on its website. But in the end, IBM replaced both with FileNet.

This insurer slowly started to consider replacing both IBM systems with a new product entirely. But it was IBM's next action that pushed them over the edge.

An upgrade too far

IBM's upgrade policy was never particularly friendly, but IBM crossed the line when they demanded the insurance company upgrade Content Manager. The upgrade was going to cost \$500,000 and require its Content Manager system to be completely shut down and offline until the upgrade was completed. IBM could not even provide a concrete time estimate for how long the system would be down.

"We had daily 24 hour processes that depended on the workflow process. We couldn't shut down indefinitely for a \$500,000 upgrade which we were told would bring no new functionality. So at that point, it was time to consider all our options. Thankfully, we found OnBase."

– OnBase Administrator, Midwestern P & C Insurer

OnBase was able to serve the company's needs and address each problem in turn.

Flexibility, integration, and workflow in an OnBase world

OnBase solved this insurance company's needs across the board. OnBase provided integration across each of the company's line-of-business systems, allowing employees to continue using the interface they were familiar with.

OnBase Workflow was far easier to build and maintain. They were able to eliminate active directory and move to a far more flexible OnBase security model.

All of this needed to be accomplished without disturbing its existing business. They did this by building a conversion process customized to its solution with the help of Hyland Software's Services team. They were able to train personnel concurrently while quality testing the software to meet their needs. Its new OnBase system is helping the insurer process more than 2 million items per day.

Learn more at OnBase.com/Insurance »