

Fireman's Fund Insurance

Real-time Access to Insurance Documents for Agents

Business Challenge

- Reduce company-wide administrative expenses by eliminating 25% of insurance policy printing
- Improve online information access for both internal and external teams by web-enabling policy data
- Increase overall competitiveness by providing agents with information in real-time

Business Benefits

- A seamlessly integrated document- and data-management solution for internal and external teams across the U.S.
- Print and product distribution savings of \$640,000 in first eight months of operation, and the potential to save an additional \$2.3 million per year
- Enhanced competitive advantage due to faster policy access and system ease of use

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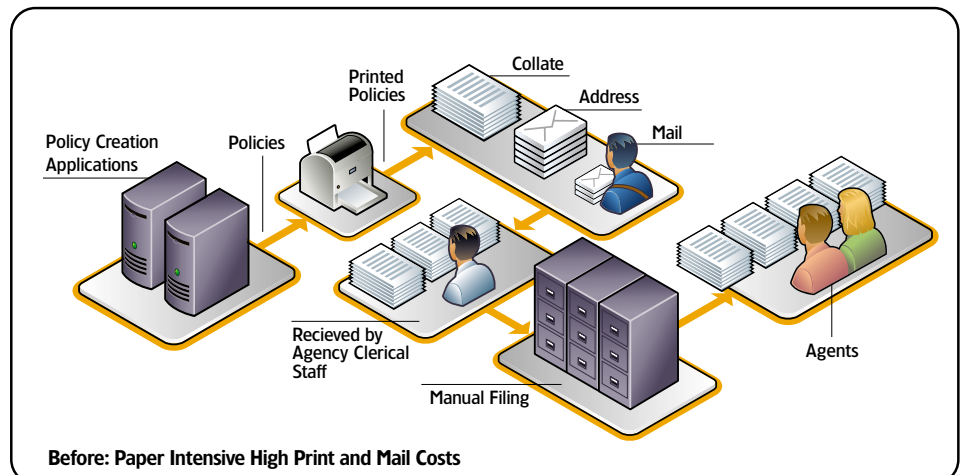
Douglas Ackerman
Lead Systems Engineer, Fireman's Fund Insurance

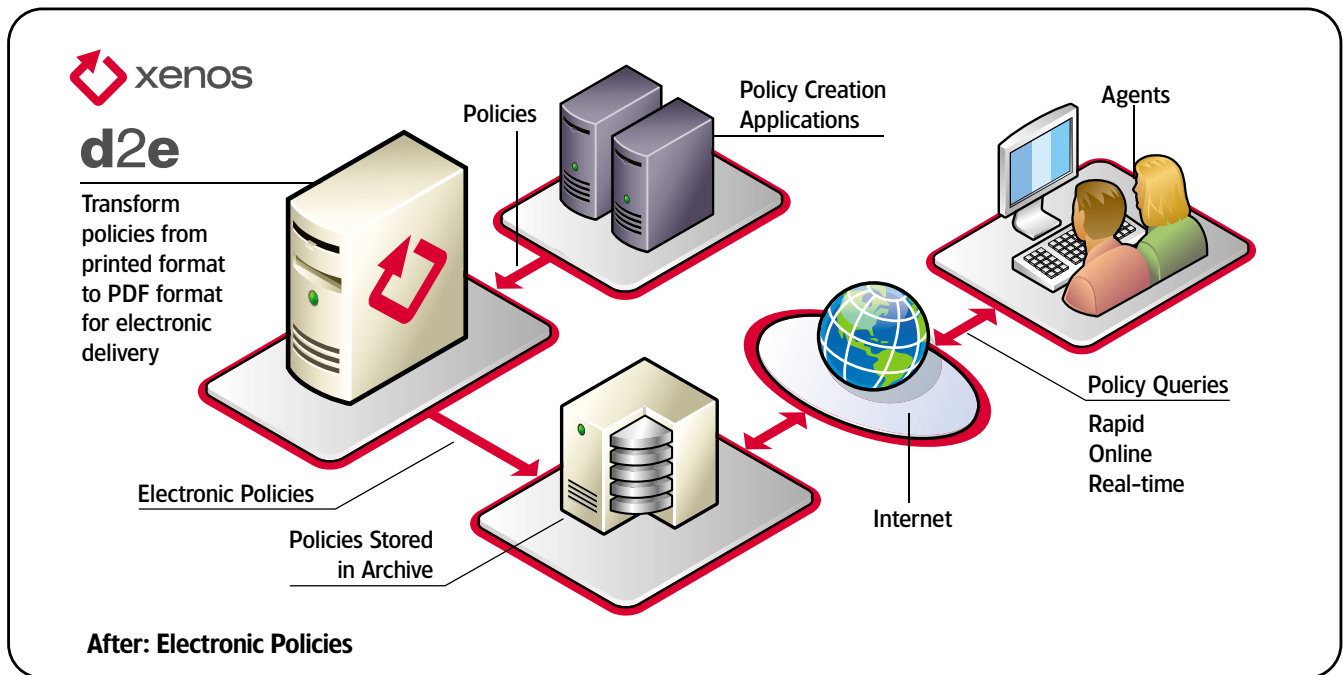
The Challenge

The U.S. insurance industry relies heavily on the efforts and expertise of independent agents. To remain competitive, companies must have technology solutions that allow agents to access and process policies and information in real-time, regardless of their location. Adding new applications offers a potential boon for agents, but the benefits are often overshadowed by cost, implementation challenges and nominal return on investment. The challenge for Fireman's Fund Insurance Company was to web-enable their policy-creation practices for independent agents while simultaneously reducing expenses associated with old processes. They also needed a solution that could evolve according to their needs, provide agents with fast and easy access to information online and, in turn, significantly reduce the production and cost of paper records.

The Customer

Issuing its first policy in 1863, Fireman's Fund Insurance Company is a premier property and casualty insurance company that provides personal, commercial, marine, excess and surplus lines and agribusiness insurance products across the United States. Fireman's Fund is based in Novato, California and has 93 operating offices in 32 states nationwide, serving customers throughout all 50 states.





The Solution: Web-enabling insurers with Xenos d2e Platform

Fireman's Fund Insurance Company chose the Xenos d2e Platform as part of a two-fold plan to ease business processes for agents and reduce printed documents across the organization. According to Douglas Ackerman, Lead Systems Engineer, Xenos d2e made it possible to convert documents formatted as IBM AFP to PDF instantaneously, enabling agents to view policy forms and endorsements online rather than have Fireman's Fund print and mail unnecessary copies. "This not only reduced the number of steps involved in policy generation and distribution, but it also made Fireman's Fund a much easier company for agents to do business with, regardless of their location," said Ackerman.

"Slashing printing costs was a big driver, but legacy system preservation was also a significant consideration," said Ackerman. "Fireman's Fund has older systems integrated within its IT infrastructure and as a result, we weren't regarded as the easiest company for agents to do business with. Implementing Xenos' d2e was minimally invasive and didn't require drastic customization, whereas other vendors were unable to satisfy our needs without large-scale infrastructure changes."

The Result

Since implementing d2e in April 2003, Fireman's Fund Insurance Company has achieved some of the following results:

- A savings of over \$640,000 in printing and associated costs in the first year—with the potential for savings of \$2.3 million annually—by using d2e as first line of information retrieval
- Enabled online access to an active-user base of more than 2,000 independent agents, after an easy and seamless integration with legacy systems and no technical issues or downtime
- A foundation to roll out enhanced functionality to existing and prospective policy holders
- With no changes to legacy systems, the use of existing processes eliminated the need for staff retraining

"Independent agents are our primary business drivers," said Ackerman. "We recognized that other companies were providing agents with online capabilities and decided we needed to do a better job of arming our agents with the tools critical to their job. Integrating our systems in this manner has made Fireman's Fund much more competitive, and we have become one of the industry flag-bearers for better agent service."