

[MUSIC]

KNIBBS: CompWest Insurance is a provider of Workers Compensation in the Western states. We're a part of Blue Cross Blue Shield.

I think the major challenge for IT today in the insurance arena is to provide agility and flexibility, to bring new business services into the company for channel enablement and really rapid expansion and scalability.

So, one of the challenges that we faced was we had a separate policy quoting system and a policy administration system that we used to issue policies, and we were facing the problem of double data entry.

BENITO: Prior to using WebSphere Cast Iron Cloud Integration, we received a lot of exceptions from our bank file. And we use it for our cash processing. It delayed our process so much.

KNIBBS: And when I saw Cast Iron, I recognized that at the appliance level it really had the value that we needed and the simplicity of approach that CompWest was looking for as a small to midsized carrier.

We wanted something that was simple to deploy, that was a

bundled solution that had a good toolkit from a developer standpoint, that was secure and would scale, would support our transaction volumes.

WebSphere Cast Iron Cloud Integration allowed us to start the project very quickly. Having the application in the box so to speak allowed us to deploy within days.

BENITO: So after using it, it saved us about 15 minutes per day, which is a great improvement for us. And a lot of the manual calculations were improved, and we really like the enhancement that this product has brought to us. And also, we have to comply with audit regulations, and so it's very important that we get it right.

And WebSphere Cast Iron Cloud Integration has eliminated about 20 percent of the errors and the exceptions that come through daily, especially on our heavy cash load days.

KNIBBS: So the value of WebSphere Cast Iron Cloud Integration to CompWest has been...it's allowed us vendor independence, it's allowed us to bring integration services back in house within the IT organization. It's given us a common toolkit. It's provided reuse of integration points.

BENITO: I foresee WebSphere Cast Iron Cloud Integration will definitely be a continuing partner for our business.

CompWest Insurance Customer Testimonial Video

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