



Goal:

- Improve productivity and service by moving document creation from three disparate systems to one.
- Quickly build proficiency of those who are using Cincom's Document Solutions document automation product suite.
- Input all existing and new products into the new production system within seven months.

Challenge:

The foremost challenge at MTL was to facilitate the setup of the new system, including the prompt handling of complex issues, while enabling the document developers to be productive on the new system prior to the Phase One deadline.

Cincom Professional Services:

MTL contracted Cincom Professional Services to install the new document management system, assist in implementing enhancements and provide support, training and mentoring services.

Key Results:

- With the assistance of the Cincom Services team, MTL was able to meet its targeted Phase One production schedule.
- Cincom Services provided installation, training and mentoring services, as well as enhancements such as an Exit Program for MTL, that enabled them to efficiently access data from their database.
- A three-phase training approach ensured the right people were trained and ready to work with the new system when needed.

Profile in Success: **MTL Insurance Company**

MTL Insurance Uses Cincom Services to Make a Good Choice Even Better



Situation: Founded in 1904, MTL Insurance Company is licensed in 46 states and the District of Columbia, with over 275 sales and service offices throughout the U.S.

After careful deliberation, MTL selected Cincom's Document Solutions as its new document automation system. They chose Cincom's Document Solutions to replace the three disparate document systems they were previously using with one central system for automated document creation.

The next challenge for MTL was to transform the new software into a flexible production environment that would enable them to quickly deliver professional, uniform documents and policies to users. Simply put, the test was to turn an intelligent purchase into a living system that would generate the desired return on investment. With the help of Cincom Professional Services, MTL passed that test.

Less Is More

Producing documents five different ways out of three different systems is certainly a roadblock to productivity. But prior to working with Cincom, that was the daily routine for MTL Insurance. A simpler solution to document production was needed. That's why MTL turned to Cincom's Document Solutions document automation system – a simpler solution that cut production time by 60%! This profile outlines the services MTL received from Cincom after purchasing this flexible product suite.

First, to make the transition from a disparate, multi-system document production process to a single, comprehensive document system, MTL laid out a three-phase plan. Its objective was to completely migrate its document production to Cincom's Document Solutions automation system within a three-year time span. They decided that it was critical to have a solid foundation of knowledge and an understanding of the use of the product at the beginning of the project. This was so because Phase One was a critical benchmark that entailed the key objectives of getting all current policy documents printing through the Cincom software, as well as ensuring the new system was implemented on time. That's where Cincom Professional Services came in. MTL called upon our team of consultants for help with installation, implementation – and most especially – training and mentoring.



Professional Training

According to Kathleen Biber, Manager of MTL's Internal Projects Initiatives, the timeliness of the training was critical. Kathy says, "We didn't want to have training too far in advance because we knew they (the developers) weren't going to use it for about a year." Kathy's concern was, "if you don't use it (training) right away, you are not going to remember it when it becomes time to use it."

To address this concern, at the onset of Phase One, MTL developed a comprehensive training approach to accompany the installation and implementation of the new system. In addition, the training strategy also called for future training to be provided at the onset of both Phase Two and Phase Three of the system migration. The idea behind the three-phase training plan was to get the right people trained at the right time – to ensure knowledge retention and effective application of the new skills.

As to the value of the project training, Kathy simply states: "Had we not had training, I don't really know how we would have done it." While documentation is helpful, using it " ... as your guide in creating documents without any training would extend development time considerably."

Added Value

In addition to training, MTL looked to Cincom Professional Services to help with the nuts and bolts of implementing the new document system, as illustrated by the following examples:

- MTL asked Cincom Professional Services to help it optimize communication with its database. To do this, Cincom consultants wrote a Pre-Gen Exit out of Cincom's Document Solutions software to run a query against the MTL database – pulling back the needed data into Cincom's Document Solutions product.
- Another factor contributing to MTL's successful implementation was its use of Cincom consultants for mentoring purposes. Cincom's tried-and-true expertise was especially critical for some of their more complex policy pages. MTL needed the ability to maneuver the data into multiple columns. This multiple-column format had been filed with the insurance departments and could not be altered without re-filing. Cincom was there to help with managing and formatting this complicated document layout.
- And when MTL's repository was corrupting on a continuing basis, Kathy Biber recalled Cincom's commitment to customer service by saying, "A consultant from the UK was actually flown in to resolve that problem. We were very pleased. And we had a resolution for that in time, so that it didn't delay our project at all."

"Our cost savings are going to come from resource time that has been cut down to develop documents."

Proven Results

Due to the hard work of the MTL personnel in partnership with the Cincom Professional Services team, MTL successfully met its Phase One, Phase Two, and Phase Three target dates and functionality goals!

In fact, the progress of the conversion project has gone so well that MTL has added a new function to the overall plan. Requested by its field reps, MTL users can now issue a request through a website that uses FTP (File Transfer Protocol) to transmit it to the mainframe system. At the mainframe, the request gets processed and sent to a calculation engine system. Next, an XML file is sent to Cincom's Document Solutions software to produce the request. And finally, the request utilizes FTP to return to the website where it's available for use by the field reps.

The advantages and proven results of the Cincom Professional Services team don't need to speak for themselves – our customers say it best. From MTL's Kathy Biber:

- 200% increase in document coding productivity – "Our cost savings are going to come from resource time that has been cut down to develop documents."
- 60% reduction in document production time – "To be able to make changes fast, really keeps us more competitive."
- 100% customer satisfaction – "We feel that the service that we've gotten is exceptional."



Cincom and the Quadrant Logo are registered trademarks of Cincom Systems, Inc. All other trademarks belong to their respective companies.

© 2005 Cincom Systems, Inc.
FORM iD040412-1 11/05
Printed in U.S.A.
All Rights Reserved

World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM
Fax 1-513-612-2000 • International 1-513-612-2769
E-mail info@cincom.com • <http://www.cincom.com>

