

Customer Success Story

GUARD Insurance Group ensures solid decisions with DataWarehouse Explorer

GUARD Insurance Group, a wholly owned subsidiary of Clal Insurance Enterprise Holdings, Ltd., is a leading commercial property and casualty insurer specializing in providing secure coverage to small- and mid-sized businesses across the United States.

As a relatively new company in the insurance sector, GUARD has been fully computerized from day one of its existence. All marketing, underwriting, loss control, auditing, accounting, and claims activities are fully automated and 'paperless' with an accompanying set of internal checks and balances to ensure accuracy and timeliness. GUARD has always tracked historical performance via a series of management reports that facilitate strategic planning and provide focus to the overall efforts. In short, GUARD has used the vast amount of information at their disposal to create a strategic advantage.

"As a company we made forays into BI throughout the years by implementing olap cubes, assistive intelligence, and geocoding applications." says Jim Thomas, Assistant Vice President of Technical Analysis at GUARD, "We consider ourselves to be a highly technical company that really leverages technology to grow. Our continued expansion in BI usage is a natural progression given our evolutionary history and company culture."

"In six months we made significant progress in the ability to answer evolving questions in a real-time and thus increase the speed of the decision making process."

*Jim Thomas,
Assistant Vice President of Technical Analysis*

In order to stay ahead of the competition, GUARD decided in 2009 to modernize its BI infrastructure. "We wanted to make it even easier for our users to utilize the information we have." Jim Thomas explains, "First of all, we had to make it clear for our managers where to go for information. Secondly, we wanted to make self-service analysis possible so our users can get the answer to follow-up questions without interruption of their train-of-thought."

Solution Overview

GUARD Insurance

Innovative commercial property and casualty insurers, specializing in small- to mid-sized businesses across more than half of the United States.

Industry

Insurance, Financial Services

Location

United States
Licensed in 45 states and D.C.,
active in 27

Solution Area

Sales
Underwriting
Claims
Expenses

Products

DataWarehouse Explorer
DataWarehouse Explorer Portal



"We have always been able to support our decision makers with a small team of IT personnel," says Mike Burns, Software Development Manager at GUARD, "We were looking for an off-the-shelf product that is powerful and easy to use. A very stable product that required little to no maintenance, yet is cost effective. We wanted something that can be implemented quickly and has web based views for our non-technical users."

GUARD took a close look at several products before deciding on the combination of Microsoft SQL Server and DataWarehouse Explorer.

"During our tests we found that some BI products are much easier to implement than others." Mike Burns continues, "What would have taken us months in another product, turned out to be a matter of days with Microsoft SQL Server and DataWarehouse Explorer."

Six months after the start of the project DataWarehouse Explorer is used for reporting and analysis in sales, underwriting, claims, and expenses. And about half of GUARD's management team uses the system on a day-to-day basis.

"The most important achievement from the implementation was satisfying the needs of two distinct user groups (technical and non-technical) with one solution." Jim Thomas notes. "In addition we took two giant steps forward. The first one is the centralization of the starting area for data retrieval. And secondly we made significant progress in the ability to answer evolving questions in real-time and thus increase the speed of the decision making process."

GUARD Insurance Group works to extend the application into planning, actuarial, accounting and technical analysis.

"We're implementing new solution areas at a very quick pace," Jim Thomas continues, "and we plan to have all of our managers on the system before the end of 2011."

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turned out to be a matter of days with Microsoft SQL Server
and DataWarehouse Explorer."

Mike Burns
Software Development Manager

About CNS International

CNS International, creator of DataWarehouse Explorer, delivers user-friendly, affordable and scalable analytic solutions, helping companies to improve business responsiveness through fast analysis of current and historical data. CNS International is a fast growing software company with over 300 companies and government agencies worldwide relying on our solutions. Strategic relationships with consulting, OEM en ISV organizations contribute to the success of CNS International in developing solutions and increasing customer satisfaction.

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