

# Grange Insurance Automates Application Monitoring, Improving Service Levels

Founded in 1935, Grange Insurance is a leading financial services company delivering insurance products to independent agents nationwide. With over \$1 billion in revenue, Grange offers a wide range of services for homes and businesses, including vehicle, home, business, and life insurance. In addition, Grange provides a wide array of financial services to meet personal and business needs through Grange Bank.

## THE CHALLENGE

Grange was expanding its service and product offerings, and needed a system that could help centralize the disparate types of content used in insurance applications and claims -- ranging from paper forms to photographs to audio tapes.

"We get 35,000 bodily injury claims each month, and for each, we take audio statements from both sides," explains Jerry Valentine, Grange's Project Manager responsible for the Reveille Software implementation. "These were stored on cassette tapes in a warehouse. If the case went to court, somebody had to go find the tapes, transcribe them and then put them back."

To meet the content management challenge, Grange implemented a combination of web, Captiva InputAccel, and IBM content management solutions to manage critical content across the organization. Audio statements and documents, such as claims forms and insurance applications are stored and managed electronically, and the system is consolidated in a single data warehouse with 22 cache servers located at branch offices so large or frequently used files do not have to go back and forth across the network.

Agents in the field would regularly use tools such as GainWeb, Grange Agent, and TeamUp to write policies and access company information and data.

As Grange began to rely heavily on their ECM systems, it became clear that any interruption in service could have a significant impact on company operations. Without an automated method of monitoring the performance of their ECM systems and agent applications, Grange relied on manual identification and reporting of application issues. Users contacted Grange IT staff via phone when a system or application failure occurred. This required significant time and resources that often only addressed if a system was up and running, and did not address the more critical issue of system availability and performance.

## THE SOLUTION

Grange knew it needed an application monitoring solution that provided continuous monitoring of technology and Grange business products as well. The solution would have to work with existing ECM applications to ensure key agent tools such as GainWeb were functioning and available when needed.

Reveille EPM's agentless design allowed Grange to deploy the product quickly with minimal disruption to daily operations. The availability and data integrity of systems such as Captiva's InputAccel are now monitored through easily understood, browser-based monitors. With the ability to quickly isolate application and underlying component failures, Reveille guaranteed Grange a quick ROI by providing valuable functionality at

## HIGHLIGHTS

- Automated application monitoring and notification means the right IT and business operations staff are engaged via targeted incident escalation.
- Issues are quickly identified and proactively addressed before impacting critical business operations.
- Improved delivery and stability of Grange products and services through technology-based systems such as Grange Agent, TeamUp, and GainWeb.
- Reduced application downtime resulting in improved quality of service for customers and agents.

*Reveille has created a sense of comfort in the many business units throughout Grange. The end result is that we are now more focused and productive and have developed a truly viable customer service organization.*

**Timothy L. Raab**  
Manager of  
Open Systems Solutions

**Reveille**  
SOFTWARE  
Keeping Your Promises.



a lower cost than competing application management solutions.

“The Reveille implementation process brought the IT and business units closer together,” said Timothy Raab, Grange’s Manager of Open Systems Solutions. “We were able to look at the needs of each department and collectively develop a solution.”

After a 30-day proof-of-concept, Grange implemented Reveille EPM to monitor all ECM applications for both IT and Business Unit teams.

## THE RESULT

Shortly after implementing Reveille EPM, a GainWeb server—a browser-based policy management platform – failed and from a user perspective, performance on the site was degrading. Reveille EPM quickly identified the issue as a memory leak in the GainWeb application, reported it to the right IT personnel and the problem was addressed.

“Reveille EPM is powerful because it can initiate tests and assist in quickly pinpointing the root cause of a problem and presents it in a clear-to-understand, browser-based interface,” said Raab. “This gives us the ability to actually ‘see’ what’s going on before we impact our independent agent customer base.”



*Reveille EPM wizard for rapid configuration of EMC Captiva InputAccel monitors*

Grange has expanded Reveille’s role to monitor applications beyond Captiva’s InputAccel.

“From the beginning, we recognized the depth and breath of Reveille,” said Raab. “We initially implemented it to address our immediate monitoring needs. Now, we have expanded Reveille’s role to help us maintain our high level of customer service to users both inside and outside of the organization. With Reveille, we are able to focus on the future as opposed to being concerned on a daily basis about the health of our user applications.”

## ABOUT GRANGE INSURANCE

Grange Insurance, based in Columbus, Ohio, is a \$1 billion insurance services provider. Through its network of independent agents, Grange offers auto, home, life, business and farm insurance protection through Grange Insurance and Integrity Insurance. The company serves policyholders in Georgia, Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Ohio, Pennsylvania, South Carolina, Tennessee, Virginia and Wisconsin.

## ABOUT REVEILLE

Reveille Software™ is the provider of the most widely used experience and performance management (EPM) solution for enterprise content management (ECM) applications. Used by more than 270 companies, including GSK, T-Mobile and Chase, Reveille EPM helps companies ensure business-critical applications perform at peak efficiency and availability – without application babysitting. Reveille EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay. For more information, visit [www.ReveilleSoftware.com](http://www.ReveilleSoftware.com).



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