



USHEALTH Group
Fort Worth, Texas

USHEALTH Group Improves Application Navigation and Streamlines Workflows with J Walk®

To deliver quality customer service, companies must provide their employees with the right tools. For insurance provider USHEALTH Group, Inc., service to customers was being compromised due to difficult-to-learn and -use iSeries-based applications that presented users with a complicated green-screen interface. USHEALTH Group's claims examiners and adjusters were struggling with the complex, text-based screens used to access and process policyholder information, causing long call times and data entry inaccuracies, threatening customer loyalty and causing frustration for both employees and customers.

"These days, most people who use a computer are accustomed to working in a Web- or Windows-type environment. We hire a lot of young claims examiners and they've never seen a green screen before. You show them a green screen, and they perceive our technology as being less than state of the art," said Carol Wright, senior programmer/analyst for USHEALTH Group.

Through Genelco, a Seagull Software independent software vendor partner, USHEALTH Group selected Seagull Software's J Walk technology to quickly and affordably modernize the look and feel of their applications, without altering their host system. J Walk, a module of LegaSuite®, provides industry-leading developer tools and infrastructure for Web-to-host and Windows-to-host access to iSeries back-office applications. J Walk offers a dynamic development and deployment environment that empowers organizations to deploy iSeries applications to Java, Windows and HTML environments in a single work effort—all without changing the existing code.

An Interface Built for Speed

Now, claims examiners and adjusters are presented with a graphical user interface (GUI), complete with colors, push buttons, drop-down menus, tabs and mouse-driven navigation. "Since deploying J Walk, the data has become so easy to access," said Ray Lleverino, IS project leader for

USHEALTH Group is an insurance holding company primarily engaged in the development, marketing, underwriting and administration of medical-surgical expense, supplemental health, life and disability insurance products to self-employed individuals and small business owners.



USHEALTH Group. "Prior to J Walk, our employees were required to memorize countless codes and key them in. Now I can give them a drop-down list containing real words that they simply select with the mouse. And we now have automatic data entry. Based on one variable that is input, other fields are automatically populated, so our users can move through the applications a lot faster."

J Walk also allowed USHEALTH Group to improve application workflow. Using J Walk's notebook feature, the company consolidated screens and organized them with tabs, providing users with a streamlined and simplified path through the application. "Previously, our employees had to go through 19 screens to process a claim. Now they only need to go through seven," said Wright.

In addition, USHEALTH Group took advantage of J Walk's powerful scripting capabilities. The insurance provider built scripts that permit employees to move through various areas of the system with just a few mouse clicks, as opposed to moving from screen to screen in a predefined order. "The employees love the ability to leave the area they're working in to obtain product or policyholder information located elsewhere in the system and bring it back to the original screen using the push buttons. It eliminates the time spent backtracking, and it saves them a lot of keystrokes," commented Wright.

Faster Training for New Employees

Through J Walk, USHEALTH Group now offers hover help and on-screen help documents to employees, minimizing their dependence on cumbersome, inconvenient paper manuals. Users simply click a link and the help screen pops up, providing employees with instant access to application assistance. "This is an excellent aid in helping to train the new employees on our system. It lets our users work with more confidence. The GUI is the type of environment that they're used to. They just whiz through it," said Wright.

USHEALTH Group chose to deploy J Walk knowing that the solution could provide the functionality and flexibility they required. J Walk gave the insurance provider the freedom to choose their own color schemes, their own icons and their own connection to the Internet. In addition, J Walk allowed users to choose the type of navigation they were most comfortable with. "Our employees who have been with us a long time are accustomed to using the function keys, not a mouse. J Walk allowed us to insert push buttons that correspond to function keys. Now users can use push buttons, function keys, the drop-down menu at the top of the screen, and/or right-click anywhere on the screen to perform the same operation. It's their choice. And if they encounter a question with respect to a particular push button and its function, they can use hover help for a short narrative of the function. They have many different options, and J Walk allows us to be flexible in what we offer on the employee data/review screens," said Lleverino.

No More Manual Software Installations

Ascent also selected J Walk, because it can be deployed as a thin Java client, so updates are automatic, eliminating the need to manually install software on every machine. Every time users log on they get the latest version of the software from the J Walk Server. "Through scripting, the server is shut

Business Drivers:

- Provide employees with a modernized, graphical interface to improve usability and reduce data entry errors
- Accelerate high-quality service to customers
- Reduce training costs and learning curves

Results:

- Non-invasively deployed an intuitive, browser-based interface
- Reduced the number of screens to process a claim from 19 to seven
- Implemented on-screen help tools that speed training
- Minimized maintenance requirements with automated updates

down, the latest project package is deployed and the server is restarted. It's pretty automated and it's virtually invisible to the users, as far as updates to their data and review screens," said Lleverino.

By deploying J Walk, USHEALTH Group has experienced many benefits. They have improved customer service by simplifying their applications, reduced training requirements and minimized network administration due to automatic updates. "There's definitely an increase in the accuracy of the data input, and employees can now get to the data faster to answer customers' questions much more quickly," said Wright.

"We've had a very positive customer service experience. The product does what it said it would do," said Lleverino.

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*Ray Lleverino
IS Project Leader
USHEALTH Group*



Seagull Software specializes in powerful technology for connecting proprietary legacy applications to service-oriented architectures in J2EE and .NET environments. The LegaSuite® platform of integration, Web-enablement and terminal emulation solutions reflects over 14 years of legacy liberation experience, and is used by over 8,000 organizations around the world for business-critical operations.

Every day, millions of end users depend on LegaSuite for online banking, relocation services, e-government, insurance claims processing, cable/utility/telecom call centers, kiosk bill payment, online order processing and many other important business processes.

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