

Western United Keeps Innovating with LegaSuite

When insurance laws changed to let consumers purchase insurance from other states, Western United Insurance found an opportunity to expand their business. They began to purchase and partner with other automobile insurance companies, focusing part of their growth strategy on delivering innovative, user-friendly applications to employees and partners.

After evaluating several vendors, Western United chose Seagull Software to modernize the legacy platform that powers their multi-state insurance applications. One of the deciding factors was the way Seagull Software was able to quickly demonstrate the rapid development capabilities of LegaSuite during the proof-of concept evaluation stage.

Western United's first modernization project was to Web-enable their host green-screen applications to make them easier to use and more attractive to potential partners. They began by Web-enabling their claims applications to improve its usability and workflow. The completed application – which took approximately three months to complete – consolidated around 400 screens into a tab-driven GUI.

"Once we were finished, we were glad we developed more than a one-for-one rejuvenation," said Kirk Heughens, Senior Manager of Rapid Development for Western United. "Having a tab-driven application simply made the application more intuitive. Going from a green-screen to tab-driven interface puts information where the user needs it and makes it very easy to learn and use the application."


Western United was going through such an extreme growth period at the time that the modernized claims application paid off instantly. New employees who had been taking two days to learn the application were able to be productive in less than half a day. And experienced users were glad to see that they could continue to use the function keys and keystrokes that kept them productive. Now over a thousand call center representatives use the application to deliver customer service on over 350,000 policies.

With the claims application under their belt, Western United modernized their automobile insurance application in the same amount of time, despite having three times the number of screens. To improve employee workflow, they added Microsoft Word and Microsoft Outlook integration into the application, functionality that saves time in a number of customer and compliance situations.

Western United was formed in response to the growing need to provide drivers with more accessible, reliable and affordable automobile insurance coverage. Insuring more than 350,000 drivers, Western United is one of the West's most active and secure mid-size automobile insurance carriers.



On top of Web-enablement, Western United and their parent company now use LegaSuite in their service-oriented architecture to generate Web services from their host system that are consumed by .NET front-ends. They employ an innovation team to visit the field and delivery new functionality from their host systems with LegaSuite, constantly improving how business is done.



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*Kirk Heughens
Senior Manager of Rapid Development
Western United Insurance*

LegaSuite also lets Western United deliver insurance quotes to customers over the Web. LegaSuite passes rating information from their legacy system to a new self-service application that is slated to launch to 10 states in the West.

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Seagull Software specializes in technology that transforms legacy applications into SOA assets, helping enterprises achieve exponentially faster IT support for business change, governance and compliance. Our LegaSuite® software platform includes integration, GUI, workflow and terminal emulation modules.

Committed to providing the best customer experience in the industry, Seagull Software's technology is in use in more than 8,000 business and government organizations worldwide, and by millions of their end users.

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