

Roland Smith - disaster recovery success

Disaster recovery success with Open GI's Business Continuity Solution

Roland Smith, part of the Police Mutual Group, is a market-leading insurance broker for serving and retired Police employees and their families. Working in Partnership with Open GI for almost 20 years, Roland Smith wanted to test its disaster recovery plan to assess its effectiveness; as well as enhance its overall productivity by incorporating workflow solutions that could deliver significant efficiency savings. The key objective for implementing Open GI's Business Continuity Solution was to ensure the company could continue to trade in the event of an unforeseen disruption to its business.

The Client

Roland Smith, the UK's largest insurance broker for the Police, was founded in 1965. Working with Police Federations since the company first began; Roland Smith provides home and motor schemes, as well as bespoke group insurance schemes for over 39 different Federations including the National Association of Retired Police Officers (NARPO) and the National Association of Retired Firefighters (NARF).

Known for arranging value for money insurance products, Roland Smith required a trusted and reliable technology partner that could meet their business objectives, protect them from any business disasters and to help them grow their Personal Lines business both on and offline.

The Challenge

With 45 years' experience in arranging financial services exclusively for members of the Police Service and their families - and over 90% of customers renewing their motor and home insurance in 2010 - Roland Smith wanted to be perfectly placed to seamlessly look after the insurance needs for their niche customers online and offline.

By conducting a real-life disaster recovery test, their ultimate objective was to make sure their business resilience plan worked faultlessly, so that they could continue to provide excellent service in the event of unforeseen disruption.

“ Open GI's dedication to disaster recovery, and their overall technology strategy, has helped us ensure our business runs smoothly as well as reap the benefits of major productivity gains. ”

*Lee Duggan, IT Manager
Roland Smith*

**Roland
Smith**
A Police Mutual Company

The Solution

As a forward thinking broker, priding themselves on offering outstanding service, Roland Smith wanted to ensure their business resilience plan was fully functional and enhance their business practices using the latest products and services including:

Business Continuity Solution; helps minimise the real risks to the longevity of a broker's business by providing frontline assistance, supported by system specialists, ensuring minimum disruption to the business.

eBroker for Personal Lines; online gateway with a choice of quote engines for selling Personal Lines to clients in real-time, without the need for brokers to rekey data into the Core Back-Office system.

Vehicle index lookup; a facility which enables DVLA/DVLANI data, held by Carweb, such as vehicle registration, make, model and engine capacity, to be automatically retrieved via the Open GI system or a broker's website.

Hosted eQuotes for Personal Lines; provides an online quote service via integration between a broker's uniquely designed website and Open GI's fully hosted XML-based quote engines, to ensure speed and reliability, along with managed rate updates.

Open Print Manager; provides a flexible print queue facility that allows brokers to reduce the overall time staff spend at the printer organising documents for distribution.

The Benefits

- Confidence in Open GI's Business Continuity Solution by carrying out a live trial to ensure the effectiveness of the plan.
- Roland Smith was operational within 90 minutes of their test business disaster, from the engineer arriving onsite and being back in business. The test day provided valuable results which will enable Roland Smith to future proof their continuity plan.
- Roland Smith is now confident, that in the event of a disaster, their customers would continue to receive the same level of

service and excellence with no disruption or inconvenience.

- Roland Smith now benefit from significant workflow efficiencies leading to a multitude of cost savings each year. With improved workflow productivity, customers now enjoy an enhanced level of customer service.
- With succinct productivity processes now in place, staff at Roland Smith can now quote and convert policies to a live status quickly and efficiently.
- Online quote and buy functionality allows Roland Smith to trade 24/7 and ensure speed and reliability.

Delivering results

The partnership with Open GI has helped Roland Smith achieve valuable productivity gains and sustain its online growth as well as streamline processes. Being keen to emulate what would happen in a real disaster event, Roland Smith have now identified the effectiveness of the plan and an understanding of the speed and reliability of the solution they have with Open GI.



About Open GI

With over 30 years' expertise, Open GI develops integrated Front and Back-Office broker solutions and software specifically for commercial, personal, niche and composite lines. We understand the needs of brokers and have developed end-to-end software solutions to meet your needs from managing quotations and converting prospects to live clients, through to reconciliation of accounts with insurers.

For more information on Open GI's products and services please contact:

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