

## Case Study

# Automic® Workload Automation SAIF Delivers Workers' Compensation Services On Time



## Client Profile

**Organization:** SAIF  
**Industry:** Insurance

## Business

SAIF is Oregon's not-for-profit, state-chartered workers' compensation insurance company. They are the market leader, issuing more than half of the policies in Oregon and providing coverage to more than half a million workers.

## Challenge

- Deliver workers' compensation benefits in a timely manner
- Large data transfer times
- Time-consuming manual data entry

## Solution

- Unmatched scalability with Automic® Workload Automation
- Rapid Automation (RA) package to easily integrate into multiple systems and reduce file transfer times
- Ability to run tasks in parallel

## Results

- Eliminated graveyard batching shifts
- Freed up valuable employee capital
- Cut down transfer times by 75 percent (quadruple throughput)
- Eliminated nearly two hours of manual data entry each day

### Business

#### **Making Workers' Compensation Insurance Affordable and Available to the Employers of Oregon**

SAIF is Oregon's not-for-profit workers' compensation insurance company. For more than 100 years, the organization has made it their mission to take care of injured workers, help people get back to work and make Oregon the safest and healthiest place to work. SAIF is headquartered in Salem, Oregon, and employs nearly 1,000 individuals who work out of their six regional offices located throughout the state.

### Challenge

#### **Deliver Workers' Compensation Benefits in a Timely Manner**

SAIF issues more than half of all workers' compensation policies in the state of Oregon. The company is responsible for writing insurance policies, providing customer service to their policy holders, keeping information up to date with regulatory partners, managing injured worker claims, and writing workers' compensation benefit checks, all in a timely manner. The bulk of the workload consisted of lengthy, nightly updating processes that were laden with inefficiencies and simply not fast enough to keep up with the changing demands of the company.

Before installing the Automic® solution, SAIF was leveraging a different software solution on the mainframe to schedule its workloads. As the company continued to grow and evolve, it became evident that many of the routine tasks essential to their business had become tedious and time-consuming. Further adding to the company's challenges, if SLA requirements were not met on time, there would be financial consequences, making process efficiency and timeliness of the utmost importance. SAIF needed a unified tool that would automate its workers' compensation system and be able to run across all of its disparate operating systems and multiple databases. Pete Wirfs, programmer specialist at SAIF, stated that the organization's prior enterprise scheduler simply "couldn't support the future direction of the company, which included support for multiple database platforms and systems in a robust and flexible way."

### Solution

#### **Unmatched Scalability with Automic Workload Automation**

After carefully evaluating multiple automation solutions, SAIF selected Automic Workload Automation to streamline business processes and connect its disjointed landscape of applications, platforms, and technologies. Wirfs cites two main reasons for SAIF's decision in selecting the Automic solution: His belief that the products offered had the ability to grow with the company and accommodate its changing demands, and CA Technology, A Broadcom Company, customer service, which includes in-person assistance and set up. During the onboarding process, he recalls that, "having an expert on site when you're new to using a product was invaluable." With the Automic solution, SAIF has been able to improve their automation processes, which improves their timeliness when providing services to their customers.

The Automic Workload Automation Rapid Automation (RA) capability is a feature that helps SAIF build external interfaces with their policy systems, claims systems, payroll and other applications, which Wirfs has found particularly useful in meeting SAIF's business objectives.

**"RA is just phenomenal, it enabled us to easily integrate into other systems and has helped us significantly cut down on our FTP data transfer times. Automic Workload Automation lets us automate each new task we are faced with so that we can stay agile as a company."**

*- Pete Wirfs, programmer specialist at SAIF*

"The products stability and ease of use have been pleasant surprises" said Wirfs. "Automic Workload Automation's perpetual calendar tool simplified the scheduling of our complex run schedules at SAIF, and they are easier to set up and support than ever before."

Automic Workload Automation empowered SAIF with a flexible framework that was able to better support our multiple databases and platforms," says Wirfs. "Its scalability is second to none, and it gives us the flexibility to build and/or tear down new environments quickly."

### Solution (con't)

Before the Automic solution, manually entering the date parameters required to control workloads took employees nearly two hours each day to complete. Automating this data entry has freed up valuable employee capital, reduced the float time for workers' compensation checks and increased SAIF's confidence in meeting SLAs. Additionally, Automic Workload Automation allows SAIF to run tasks in parallel, reducing wall times and ultimately helped to eliminate the organization's graveyard shift entirely. Furthermore, analyzing performance reports and process flows through the UI helps the organization readily identify bottlenecks to better optimize throughput.

### Results

#### Eliminated Graveyard Batching Shifts

With Automic Workload Automation, SAIF was able to eliminate graveyard batch shifts, meet SLAs with confidence, and cut down on file transfer times by 75 percent. The company used Automic Workload Automation to automate its laborious data entry tasks, increasing efficiency and reducing operational costs. Automating the generation of payments to run hourly rather than daily has enabled SAIF to ensure workers receive their prescriptions and benefits faster.

As part of its future strategy, SAIF is planning to utilize Automic Workload Automation to integrate and automate Guidewire, which will give the company extra flexibility and functionality over their current policy handling system. The insurer is also working on using Automic Workload Automation with Solimar to automate the bundling, sorting and distribution of customer statements. Solimar will analyze the PDF files it receives from Guidewire. The files will then be bundled and automatically sorted and routed to their intended recipients.

**“Our IT demands are continuing to grow, and wherever we grow, Automic Workload Automation is always part of the solution.”**

– Pete Wirfs, programmer specialist at SAIF

“It really has become an application platform for us; it's hard to imagine SAIF would be able to continue to expand without a tool like Automic. It gives us the ability to scale, expand and support more systems, without more people, in the most cost-effective way possible,” said Wirfs.

**For more information, please visit [ca.com/automation](https://ca.com/automation).**