

# CASE STUDY: MUTUAL FIRE INSURANCE ASSOCIATION HEATS UP INSPECTIONS WITH GREYSTONE SOLUTIONS



Using Microsoft® Office XP Pro, Microsoft® ASPNET and Microsoft® SQL Server 2000, Greystone Solutions built an Inspector Survey Application for the Mutual Fire Insurance Association of New England (MFIA). The system replaced a time-intensive, manual process which mailed more than 60 unique paper-based forms and information sheets to an array of inspectors, managers and insurance companies. With the Inspector Survey Application, these forms and related processes became automated over the web utilizing standard interfaces such as Microsoft® Word and Microsoft® Excel. To build the Inspector Survey Application, Greystone combined remote access, multiple databases, new functionality and existing third-party software into a robust new web-savvy solution.

## Situation

Founded in 1879, the Mutual Fire Insurance Association of New England (MFIA) provides information and services for its member companies, all of whom are fire insurance providers. To assist member companies with the underwriting process, MFIA surveys properties for fire-related risks.

Historically MFIA inspections were manual processes, beginning when a member company requested a survey report from MFIA. Forms and past records were mailed to the selected inspector. Next the inspector visited the site to review the property, complete the forms and information sheets (more than 60 in all) and mailed the results back to MFIA. Once this data was received and processed by a legacy system, MFIA mailed a final survey report to the member company.

With thousands of inspections taking place each year, MFIA knew it needed to automate this system. Their goals were straightforward: decrease the backlog of inspections, shorten the time between an inspection request and the delivery of a final survey report, provide MFIA management with organizational performance metrics, and automate the time-consuming manual steps involved in the overall process. Finally, MFIA wanted the system to be available to both inspectors and member companies via the Internet, allowing web-based access for entering, ordering and receiving survey reports.

“MFIA is committed to providing the highest service levels to our member companies,” said Vincent Scuoteguazza, President & COO of MFIA. “Therefore, we wanted to provide our clients with an analysis of past survey data, rather than leaving historical information trapped in paper files. We also sought to improve our return on investment by making our back-end processes more efficient.”

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## Solution Overview

### Customer Profile

The Mutual Fire Insurance Association of New England (MFIA) evaluates fire-related risks concerning a particular property for its member companies, all of whom are fire insurance providers.

### Service Offerings

Legacy Migration  
Office Automation

### Industry

Insurance

### Challenge

MFIA sought to automate the entire process of performing, tracking, and reporting inspections, including special interfaces for inspectors, member companies, and MFIA itself.

### Solution

MFIA hired Greystone Solutions to build an Inspector Survey Application

### Microsoft Software Used

- Microsoft® XP Pro
- Microsoft® ASPNET
- Microsoft® SQL Server 2000

### Benefits

- Organize all inspection information into one database
- Streamline the creation, routing and processing of inspection reports with logic-rich IntelliForms
- Create a web portal for member companies





### Solution

After evaluating the capabilities of several developers, MFIA chose to build its Inspector Survey Application with Greystone Solutions. Following an in-depth review of MFIA's requirements, Greystone proposed an Inspector Survey Application that spanned three components: one for field inspectors, one for member companies, and one for MFIA home office staff.

"I was impressed with how well Greystone understood our workflow process," said Scuoteguazza. "Today their consultants understand our operation as well as we do. It was this focus on comprehending and solving our business problems that resulted in a superior solution."

Within six months, the Inspector Survey Application was designed, developed and deployed by Greystone. Hosted at the MFIA headquarters in Peabody, MA, the system utilized Microsoft® Office XP Pro, Microsoft® ASP.NET, and Microsoft® SQL Server to automate the entire process of receiving, performing, processing, and replying to inspection requests.

"The Inspector Survey Application provides me with a window onto work flow, so I can now measure productivity more efficiently and meaningfully," said Scuoteguazza. "Going forward, I will use data to set our focus on enhancing services to our clients."

### Benefits

#### Centralizing Information

The heart of the Inspector Survey Application is a master database built with Microsoft® SQL Server 2000. Legacy data files are now available on the SQL platform, with new tables being added to make the system easier to search. The SQL database also integrates with Marshall Swift, an appraisal software solution that's popular with MFIA's member companies.

But the Inspector Survey Application's database accomplishes far more than providing enhanced information access. The system formats data into a management dashboard which provide MFIA with a high-level view of pending, current and past inspection activities.

#### IntelliForms Streamline Production

However, any database is only as solid as the information entering it. Therefore, MFIA's more than 60 complex paper forms and information sheets are now IntelliForms, or intelligent documents that include a wealth of built-in capabilities.

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-Vincent Scuoteguazza  
President & COO  
MFIA



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## MFIA CASE STUDY CONTINUED



### Providing a Portal for Member Companies

With the new Inspector Survey Application, member companies no longer need to wait for paperwork from MFIA headquarters before completing their underwriting process. The Inspector Survey Application allows them to manage their account online and make various requests from MFIA such as queries for authorization, binder or field services.

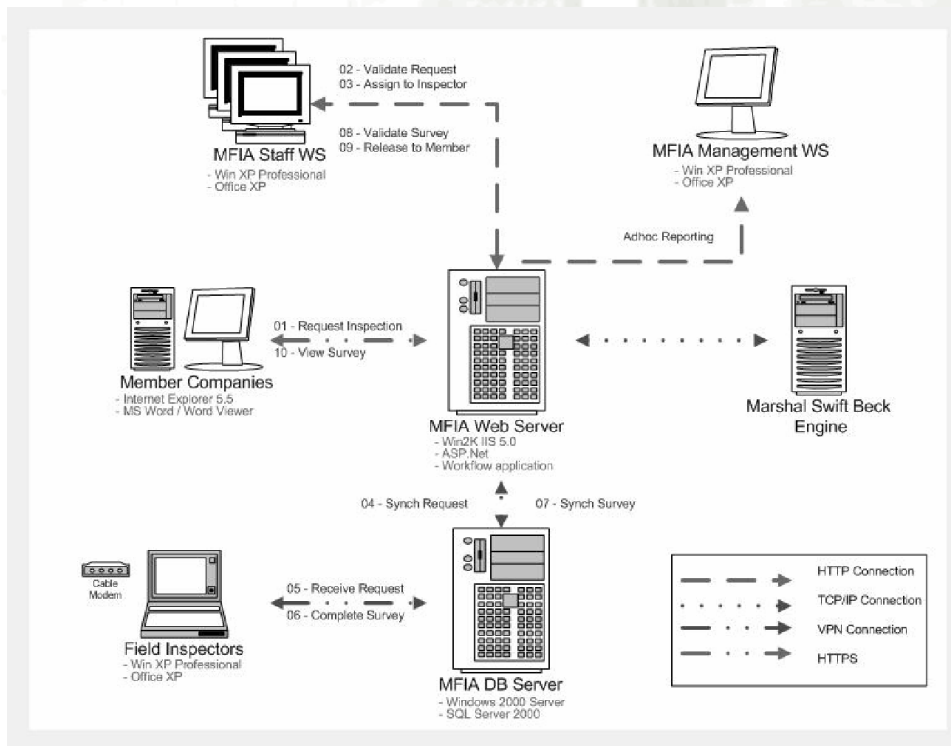
The Inspector Survey Application also provides member companies with myriad choices related to surveys, such as requesting a new survey, receiving notification that a survey has been published, and making annotations to the completed report. In addition, member companies may search, view, print and purchase all surveys stored in the database.

### Solution Architecture

The Inspector Survey Application resides on two IBM servers:

- 1 Web Server, IBM xSeries 225 / 8647; 1,5 GB RAM ; 30GB HD; Running Win2k SP4 and IIS 5.0
- 1 Database Server, IBM xSeries 235 / 8671 ; 1GB RAM ; 250GB HD ; Running Win2k SP4 and SQL Server 2K SP4

The system features a scalable architecture which processes the full volume of MFIA's inspection load (approximately 1500 surveys per month) while having a positive impact on the total time necessary to process a survey (valued at \$1/minute.) Today surveys are processed at a rate of 75 per day and include documents of up to 5MB in size.



### For More Information

For more information, please contact us today!

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We look forward to hearing from you and hope you build your next project with Greystone!

