

# GuideOne Insurance Automates Disparate Job Scheduling Environment with Stonebranch's Universal Agent

Independent Scheduling Agents solution integrates leading insurer's mainframe and distributed environments, saving time, money and resources.



## RESULTS

- Centralized monitoring to improve integrity of processing
- Cost-savings of \$32,000 in first year of implementation
- Better communication between IT departments

*"Because of Universal Agent, 10 percent of three full-time employees' time was recovered, averaging a savings of \$32,000 annually."*

**Sandee Lehman**  
Data Center Manager for GuideOne



## BACKGROUND

Founded in 1947 and headquartered in Des Moines, Iowa, GuideOne Insurance is one of the nation's largest church insurers, with nearly 43,000 church policyholders. GuideOne also insures private schools and colleges, as well as senior living communities.

## CHALLENGE

GuideOne Insurance, the leading insurer of churches, churchgoers and other faith-based institutions, uses ESP scheduler on its mainframe. Additionally, a few ESP agents are being used to manage their distributed platforms to help tie their processes back to the mainframe. When their initial purchase of ESP agents had been deployed, the process began to acquire more agents from the original vendor. Unfortunately, these agents had become very expensive. In fact, so expensive, that GuideOne could not justify additional purchases. However, the goal was still to automate all production processes in a cost-effective way.

## Challenge: GuideOne Insurance needed to automate disparate job-scheduling tools.

### SOLUTION

GuideOne Insurance found the solution they had been looking for with Universal Agent, Stonebranch's Independent Scheduling Agents solution. Not only was the Stonebranch solution better priced, it was also easier to use and more robust.

Sandee Lehman, Data Center Manager for GuideOne, says, "Our data center is 50/50 between a mainframe and distributed platform. We needed a solution that would integrate between both environments and route jobs to a central location." That need, along with standardizing into a production environment, which provides a central location for monitoring, will help GuideOne achieve Root Cause Analysis on any issues, implementing Irreversible Corrective actions, improving reliability.

### RESULTS: RETURN ON AUTOMATION\*

Since implementing Universal Agent, GuideOne Insurance has seen significant increases in productivity. Developers that once worked on scheduling and monitoring in the distributed environment were able to move on to development work. Says Lehman: "In fact, 10 percent of three full-time employees' time was recovered, averaging a savings of \$32,000 annually." GuideOne expects that number to increase.

\* Return on Automation (RoA): the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. The overall result is an increase in profits.

*"Universal Agent just works and the pricing was a shoe-in for our CIO and the technology was vetted by our technical architect team."*

**Karen Salmi**

Data Center Support Analyst for GuideOne

### Results include

- Centralized monitoring to improve integrity of processing
- Cost-savings of \$32,000 in first year of implementation
- Better communication between IT departments

Karen Salmi, data center support analyst for GuideOne, said, "Universal Agent ensures the integrity of our batch processes. A process can be stopped when it needs to be stopped." With an integrated and streamlined scheduling environment that the team can monitor, communication between departments has improved considerably if and when a situation arises, preventing delays from becoming mission-critical business issues.

Adds Salmi: "Universal Agent has also simplified the auditing process while keeping us compliant." Both Salmi and Lehman were impressed by the hands-on approach Stonebranch took during the implementation process. In the future, Stonebranch representatives will hold a "lunch and learn" for GuideOne to continue the Universal Agent knowledge transfer to other team members.

Says Lehman: "Universal Agent just works and the pricing was a shoe-in for our CIO and the technology was vetted by our technical architect team." The overall result is a strong Return on Automation.\*

### ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments.

Stonebranch clients include some of the world's largest financial, healthcare and technology institutions. Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including Germany, United Kingdom, Netherlands, Spain and Denmark.

For more information on the company and its products, please visit our website at <http://www.stonebranch.com>.