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## FCCI Insurance Group

### Company snapshot

Sarasota, Florida-based FCCI Insurance Group began as a workers' compensation self-insurance fund in 1959. Over the years, the company has grown in geography and depth. Today, FCCI is also an established leader in the commercial property and casualty industry, as well as workers' comp, with five regional offices writing business in 17 contiguous states.

"I told them it was well worth spending the money. And, that's proven to be true."

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**Jan Kendall,**  
Manager of Product Management,  
FCCI Insurance Group



# FCCI Insurance Group

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## Vertafore solutions

### ReferenceConnect® Web Publishing Tool

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## Proven results

- Provided "one-stop shopping" for all carrier information to employees and agency partners
- Enabled customizations for deviations from bureau guidelines
- Increased efficiency when updating company information
- Moved one full-time employee to a more strategic role due to efficiency gains

FCCI Insurance Group centralizes information electronically and creates a better experience for employees and partners using ReferenceConnect.

FCCI Insurance Group is a success story in and of itself. This Sarasota, Florida-based carrier originated as a workers' compensation self-insurance fund back in 1959. Through key acquisitions and organic growth, FCCI is now a \$525 million written premium, regional commercial carrier offering a full range of insurance options to protect its customers' businesses, property, and people.

For a long time, the reference materials, rates, rules, and forms its employees and agent partners needed were all printed on paper.

"Everyone had a huge binder of information on his or her desk. We distributed updates manually—many of which never actually made it into the binder," explained Jan Kendall, manager of product management for FCCI Insurance Group. "This wasn't a huge issue when we were primarily workers' comp, but as we grew as a commercial carrier, we knew we needed a more efficient system."

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Kendall was familiar with Vertafore's ReferenceConnect solution from her previous company, which eventually was acquired by FCCI. So, she had already compared the solution against the competition.

"When my original company was looking for an online reference library, I networked with other companies to see what they were using, and did thorough due diligence on each," she said.

When her company was acquired by FCCI, ReferenceConnect was already up and running. Kendall encouraged FCCI management to implement the solution company-wide. "I told them it was well worth spending the money," Kendall said. "And, that's proven to be true."

### **Web Publishing replaces tedious spreadsheet updates**

With ReferenceConnect in place, the next step was finding a more efficient means of publishing.

"Using our old methodology, publishing was handled through numerous, long Excel spreadsheets. If something changed or new content was needed, our subject matter expert would fill out a form and submit it to a full-time publishing administrator who would locate the appropriate cell in the spreadsheet and make the change," Kendall said. "It was inefficient, with a lot of opportunities for error."

So, when her Vertafore representative asked FCCI to beta test Web Publishing, Kendall was up for the challenge.

"I have an IT background, so I'm interested in companies that try to stay current, and Web Publishing is a good example of how Vertafore is keeping up with technology," she said. "My first thought when they asked us to beta test Web Publishing was 'kudos.' I was happy to be the first one. I wanted to have a voice and provide input to the enhancement."

According to Kendall, the application is a "far cry above" the laborious spreadsheet method of publishing.

"Web Publishing segregates what you're doing, enabling you to go right where you need to make the appropriate change, instead of going cell by cell," Kendall said. "It mirrors the industry layout and, because of its ease of use and its quicker, cleaner functionality, we can share publishing tasks among our subject matter experts."

Now, instead of filling out long forms for re-entry, the subject matter experts can handle the publishing themselves, with another expert in the specialty area, like Marine, Auto, Farm or General Liability, providing quality assurance.

### **Putting accurate information at everyone's fingertips**

With ReferenceConnect, all the valuable, up-to-date information FCCI's 500 users need is always easy to find. Whether it's an internal document or a third-party research report, employees aren't wasting time hunting for resources.

“By turning the publishing over to the SMEs, we were able to promote the publishing administrator to a completely different position, completely eliminating that 40-hour-a-week function.”

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The ReferenceConnect Web Publishing tool is the only insurance-specific solution that enables carriers to easily publish, manage, and share content in one convenient location.

“Vertafore represents a variety of publishers, so you can locate a lot on a topic,” Kendall said. “If our people spend too much time researching — going from place to place to find what they need — we lose efficiency and speed to market. And for us, it’s all about gaining efficiency.”

Kendall also appreciates the fact that she can utilize ReferenceConnect Web Publishing to make the solution even more valuable.

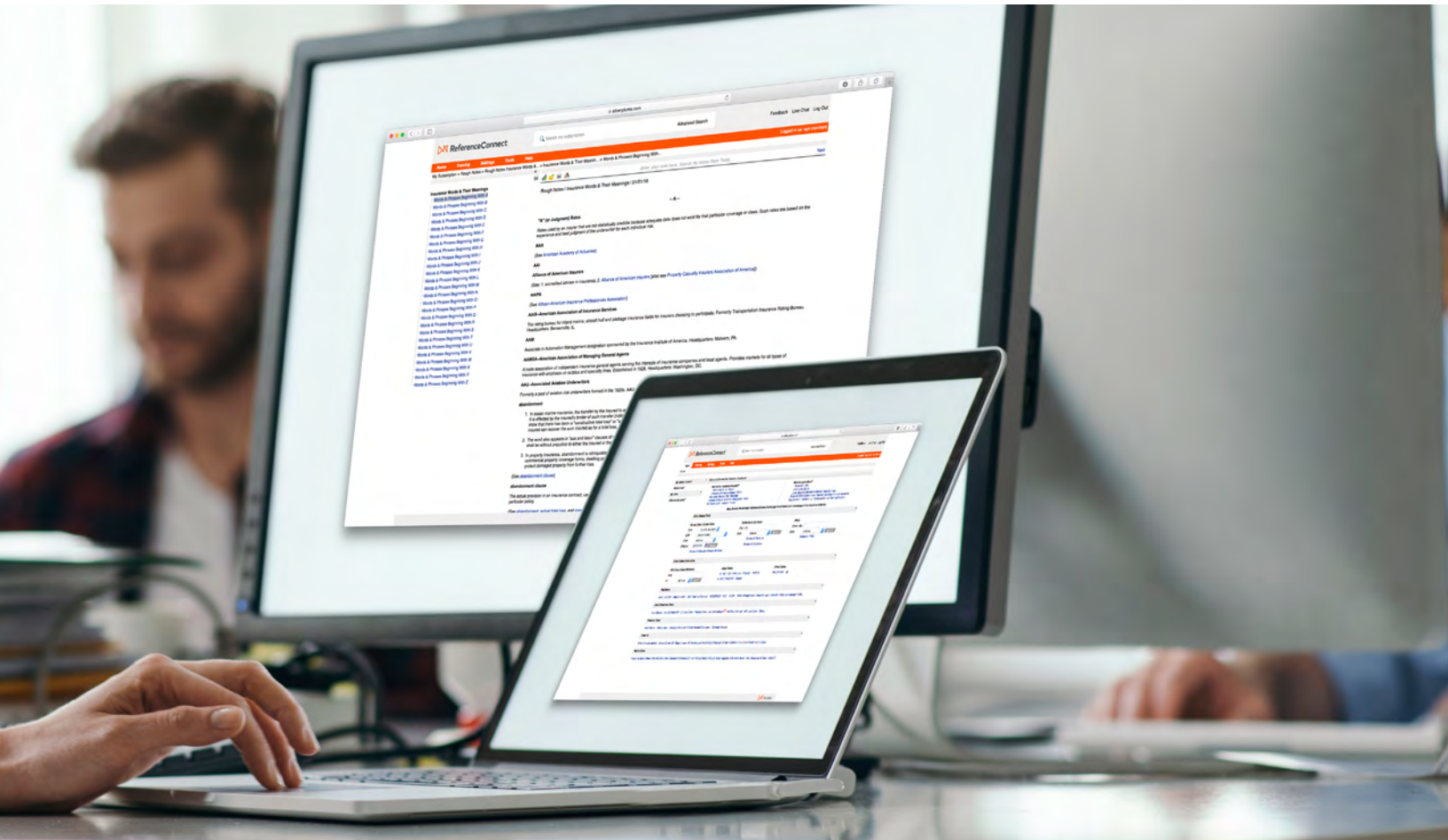
“We can mold ReferenceConnect to make it our own; adding in our specific company information to create a ‘one-stop shopping’ resource for everything,” Kendall said. “For example, we can add FCCI’s deviations from the standard main street industry guidelines.”

Not only can FCCI employees pull up this information and compare what the company is offering to bureau guidelines, but any agency with ReferenceConnect can pull up this information as well, and see FCCI’s unique rules, forms, and requirements.

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## Happier employees, happier partners

With ReferenceConnect Web Publishing, FCCI employees and agency partners can look up the most up-to-date FCCI materials, rates, rules, and forms quickly and easily. The Web Publishing tool also allows FCCI employees to spend less time on tedious tasks and more time on work that matters. Having information readily accessible to employees and partners creates a better experience and makes FCCI easier to do business with – making them a carrier of choice.



Ready to see what ReferenceConnect Web Publishing can do for your company?

[Get in touch](#)

# Information Workflow before ReferenceConnect®

FCCI used analog and manual methods



**1**

Internal content was “published” as paper copies distributed to employees



**2**

These printed documents were added to a massive binder kept by each employee – if the employee remembered to make the addition



**3**

Agency partners had to call FCCI to find out the most up-to-date information

# Information Workflow after ReferenceConnect

FCCI uses ReferenceConnect Web Publishing



**1**

Publishing is digital through the Web Publishing tool, and subject matter experts can make changes instantly



**2**

All employees have access to the latest information through the platform – no action needed on their part



**3**

Agency partners can skip a phone call and easily pull up FCCI's documents through ReferenceConnect Agent Access



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