

ENWISEN SUCCESS STORY

An insurance brokerage firm wants to ensure its reputation for service... with both employees and customers... **Enwisen delivers the solution.**



THE COMPANY

Lockton Companies is one of the largest, most respected and experienced insurance brokerage firms in the country. It delivers insurance, surety, and risk management services and offers technologically advanced resources, global capabilities, and a unique client-focused culture. The firm is the ninth largest U.S. broker and the largest independent broker.

A Sure Thing?

In the insurance and risk management business, it becomes obvious that nothing is a sure thing. Though it is impossible to avoid, risk can nonetheless be managed intelligently with the right tools.

As the largest independent brokerage firm in the country, Lockton has a lot at stake when it comes to maintaining their unique, customer-focused culture. Without the edge that exemplary service provides, they risk losing market share and collapsing their company's value.

That is why Lockton recognized that they needed a new technological platform for both its internal HR communication and to offer as part of an integrated solution for clients. Outdated wares can quickly crush a reputation, so Lockton proactively sought the best solution for HR communication needs. In Enwisen, they found a technology as close as they could come to a sure thing for providing forward-thinking services to its employees and customers.

A Future Assured

In the first stage, Lockton implemented an Employee Resource Center (ERC) for the benefit of its own employees. Besides the normal 24/7 access to a library of benefit content and decision-making tools, they needed a sophisticated handbook, filtered for 12 office locations. They also needed specialized wording throughout the site and integration with their Ceridian software for HR, payroll, and benefits.

The end result of stage was streamlined HR administration, reduced paperwork, and increased employee access to relevant information. A clear win.

In the second stage, Enwisen trained Lockton in the capacity to create its own customer portals with authoring software, which dramatically streamlines a process that is typically very labor-intensive. The software allows production of an accurate, intuitive portal architecture, updatable with the push of a button.

The value was clear: Lockton could maintain its position as a top-tier customer-service brokerage house by offering sleek, elegant, and easy-to-use online solutions for customers. Enwisen's toolset strengthened Lockton's internal operations and gave them an important tool to ensure their future."

While risk never goes it away, it can be alleviated.



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