

Mutual Insurer Guards Against Disaster

Laclede Mutual Insurance (Lebanon, MO) safeguards its critical policy documents against disasters to ensure it can provide service to policyholders and independent agents.

Business Needs

The board of directors at Laclede recognized that eliminating paper-based processes would support business continuity and increase efficiency, allowing the insurer to improve service and reduce costs. With limited IT resources, company leaders knew they would need a product that didn't require a lot of administrative overhead.

The Solution

Laclede converted its vault full of policy documents to electronic images that employees access to get their work done using FileBound's cloud-native document and workflow automation. FileBound solution provider Select Imaging (Olathe, KS) worked with Laclede to design and implement a solution to meet the insurer's needs and budget.

Benefits

- Even if the Laclede office was inaccessible, policy documents will always be securely available to authorized users via the web, ensuring that policyholder service is not affected.
- Cloud-based software allows Laclede to focus resources on serving policyholders and agents by eliminating the need to manage, back up, replicate and otherwise secure documents.
- Because the cloud subscription service includes administration of the software and infrastructure, Laclede was able to get the benefits of the software without having to hire an IT resource.

Laclede Mutual Insurance

Founded in 1912, Laclede Mutual Insurance provides property and casualty coverage throughout the state of Missouri. Serving more than 2,600 policyholders, Laclede manages \$2.5 million in premiums.

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— Scott Kelley, general manager
Laclede Mutual Insurance

Business Continuity Meets Process Efficiency

More than a century ago, Laclede Mutual Insurance wrote its first policy: \$1,000 in coverage to insure a home and its contents. Today, the property and casualty carrier insures millions of dollars in assets, so it's appropriate that Laclede also takes measures to protect the documents that are critical to almost 2,600 policy holders and 22 independent agents.

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Laclede's board of directors made eliminating reliance on paper part of the company's business plan several years ago. "The primary goal was to be prepared in the event of a catastrophe," recalls Scott Kelley, general manager at Laclede. "But we also recognized the potential to streamline our procedures to be more efficient."

As the first initiative to eliminate paper, nearly all documents associated with the core insurance business [except claims] are now stored in the FileBound Cloud. Existing documents such as declaration pages and endorsements are now immediately available in FileBound. FileBound has also been integrated with policy management software from The IMT Group to make the process easier and more efficient for users.

Cloud Subscription Eases Administrative Burden

Kelley learned about FileBound through Select Imaging's participation in mutual insurance industry events. Laclede made the decision to use FileBound after seeing the software in action at another mutual insurance company. Having the option of a cloud subscription made it possible for Laclede to secure the solution within its budget.

"As a small insurer, we don't have IT resources," Kelley comments. "We can share the burden of backing up and protecting our data with FileBound. That meant we didn't have to hire someone to manage the system. Our IT consultant tested the software and reviewed the protocols and back up strategies, so we have confidence in FileBound. That really takes the worry off of us."

FileBound gives Laclede the tools to support ongoing growth and outstanding service during its second century in business. Using the cloud also gives Laclede the flexibility to scale its solution on demand. Kelley and his team are evaluating future projects such as accounts payable automation and securing board minutes and annual statements.



About Upland Software

Upland Software [Nasdaq: UPLO] is a leader in cloud-based enterprise work management software. Upland provides seven enterprise cloud solution suites that enable more than one million users at over 9,000 accounts to win and engage customers, automate business operations, manage projects and IT costs, and share knowledge throughout the enterprise. All of Upland's solutions are backed by a 100 percent customer success commitment and the UplandOne platform, which puts customers at the center of everything we do.