



SIMS Claims Successfully Implemented at Pennsylvania and Indiana Lumbermens Mutual Insurance Companies

New Claims System Anticipated to Deliver Efficiencies, Savings and Standardization across Claims Process

Hartford, CT, February 13, 2017 – Insurity, a leading provider of core insurance processing and data integration and analytics solutions, announced that [Pennsylvania and Indiana Lumbermens Mutual Insurance Companies](#) (PLMILM) have successfully completed implementation of [SIMS Claims](#)™ as part of its broader core replacement project. The system is hosted via the reliable, secure and high-performing SIMS Cloud environment.

“We started a modernization project six years ago to replace all of our core legacy systems, including policy, billing and claims. The implementation of SIMS Claims marks the final phase of this project,” said Joseph McGurrin, Senior Vice President of Information Technology at [PLMILM](#). “Prior to the implementation, PLM and ILM utilized two separate claims systems and two document-imaging systems, so we went from four systems to one, as we now use document-imaging capabilities within SIMS. In the past, adjusters had to access multiple systems to work on just one claim. We’ve brought over to SIMS eight years of claims history, all open claims and all the documents tied to open claims, so our adjusters have all the information they need in one place. With these changes, we anticipate significant efficiencies, cost savings and improved standardization across our claims process.”

McGurrin added, “We planned our implementation to go-live with the new, responsive user interface of SIMS. Our claims adjusters enjoy its contemporary design; it’s much more user-friendly than the green-screen legacy systems used in the past. There are several aspects of SIMS that our staff appreciate, including integration with Microsoft Office, automated letter generation, and an enhanced diary and notepad—all of which boosts productivity.”

[Jose Tribuzio](#), Senior Vice President and General Manager of the [SIMS Claims](#) product line at Insurity, commented, “We’re excited for PLMILM. Replacing a core legacy system is no easy task, let alone replacing all core systems in a complex, multi-year project. We’re honored that SIMS was chosen and implemented as the claims component. We fostered a close partnership with PLM and ILM, which played a key role in the success of this project. Today, SIMS is providing robust claims-handling functionality, flexibility to meet workflow needs, and integration with both internal and external systems. PLMILM is equipped with an advanced claims platform to engage, retain and satisfy customers now and into the future.”

“[SIMS Claims](#) provides significant benefits to our customers,” noted McGurrin. “We developed an online portal, so clients can submit a first notice of loss directly into SIMS, where it immediately enters our claims workflow. Business rules configured by our own analysts have helped to streamline operations. In addition, state-of-the-art reporting and data analysis capabilities help to identify problem areas. All these factors contribute to an enhanced experience for customers.”

About Pennsylvania and Indiana Lumbermens Mutual Insurance Companies

For over a century, [Pennsylvania and Indiana Lumbermens Mutual Insurance Companies](#) have served the lumber, woodworking, and building materials industries. These organizations stand together united by history and values, and in their ability to provide clients with the security they deserve. Its primary insurance products include Property, General Liability, Commercial Umbrella, Commercial Auto, Inland Marine, Equipment Breakdown, and Business Interruption. For more information, visit their website at www.plmilm.com.

About Insurity

[Insurity](#), Inc. enables property & casualty insurers to modernize their enterprise and achieve their business goals. Insurity’s core processing applications and data integration and analysis solutions are backed by rich insurance expertise and are in production with over 100 insurers, processing billions of dollars of premium each month. Insurity’s solutions address the needs of all carriers – from the Top 20 insurers to small or regional commercial, personal, or specialty lines writers, as well as MGAs. For more information about Insurity, call 860-616-7721 or visit www.insurity.com. Connect with Insurity on [Twitter](#), [LinkedIn](#) and [Facebook](#).

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