

## Government Entities Mutual, Concord NH

Thanks to Peace of Mind...

# \$20,000 in Lost Productivity Regained AND the CEO Sleeps Better at Night

One enthusiastic MLANS client is John Foehl, President and CEO of Government Entities Mutual, Inc. (GEM), a member-owned reinsurance company based in Concord, NH. GEM's members are public entity pools across the US that self-insure against catastrophic risks when their regular insurance is not enough.

"GEM is a small company, so I need to make sure the employees and I are fully productive. We are a virtual company, with all of our work on computers, which can occur anywhere within the US to provide service to our membership. We need 100% uptime to do our work," John explains.

### Frequent Computer Problems Were the CEO's Headache

Before hiring MLANS to manage their network, GEM shared a member's IT staff. John says, "It was fairly difficult for them to support two masters and we found that as that member grew, their focus was not necessarily on GEM's IT problems."

GEM computer problems were fairly frequent and not always immediately resolved. As chief executive, those problems landed on John's plate. "It was one of those headaches a manager at any level doesn't want to deal with," says John. Employees would call him, saying, "I'm having a problem with my computer and it hasn't been fixed and now I can't do the work I'm required to do."

### MLANS Regained \$20,000 Per Year Lost Productivity

John estimates that IT problems occupied three to five percent of his time. Along with the loss of staff productivity, he estimates the cost was \$20,000 per year, which has been regained since hiring MLANS, Inc. to manage the GEM network. John says, "Although IT is extremely important, it is great when it works in the background and nobody has to be concerned about it. We are now stable, it is not an issue for us and it does not interrupt my day."

"In seeking a first-class service, I hired MLANS. I sought references from other MLANS clients, and they were 100% positive. MLANS is very highly regarded out there. I signed up for the Peace of Mind guarantee."

### Uptime Benefits Members, Staff, and CEO

"From the standpoint of being able to service our members, the uptime has been tremendous. We no longer have had to tell a member they would have to wait for information because we had some problems with computers and we're unable to get to the information required. This is very useful from our standpoint," John states.

"The staff is happy they no longer have to deal with computer problems they don't understand. They get answers now. They're more productive and it lets them focus on the membership," says John, adding, "It's made my life a lot easier. I have one less problem to have to deal with. There's an old saying, 'The CEO's time is 24/7.' Well, this allows me a little more of the 24/7 for my personal life."

### 24/7 Access to Our Data Is Critical

After hiring MLANS for IT support, GEM moved its servers from the office to a secure, highly available, hosting facility. Server data is backed up to both a local device and to remote storage facilities. "With the backup services, we are fully recoverable in the event that we should ever have a problem with our own servers. As a financial service firm, having 24/7 access to our data is critical. Insurance companies never know when a claim is going to arise and need to instantly assess whether that claim is covered or not," John explains, "The recovery side is critical."

### Reinsurance Company Can Now Plan Ahead for IT Capital Expenses

I appreciate the ability to sleep at night and know that if I needed to I could get my data next day from one of the remote access areas."

Having MLANS providing IT support is enabling John to plan ahead. He says, "We intend to build out the IT platform and be able to utilize the latest version of software to increase productivity."

"We've been highly satisfied with the Peace of Mind service and with Mark Aronson's recommendations. Overall, working with MLANS has been a huge step forward in terms of GEM's IT capability."

