



A P P L I E D
S Y S T E M S

SWOUGAS E-Newsletter

South Western Ontario User Group of Applied Systems

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Category of Links

Ascnet
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The first user group meeting of 2007 was held in London on January 16, 2007 at the four points Sheraton. Attendance was excellent.

Letter Sent to TAM

Discussion was held about the letter that was sent to Applied Systems from our Users groups. The letter was supported by all presidents of the users groups across Canada. The letter and Applied's response are posted on our user group website for review.

In summary a number of users are concerned about certain things that need to be improved in our software. Applied is committed to working on improving the software and asked Dianna to compile a 'wish list'. There was approximately a list of 100 changes and improvements that had been forwarded to Tam. At this time we have no idea how many and what changes will show up in version 9.0. In the future if users need to get changes to be taken seriously by Applied they need to following things:

- 1) Log a PMR request
- 2) State a business case as to why you want this improvement, what problem it solves, how it makes your workflow better. This will help sell Applied programmers on making the change.
- 3) Last step is to email your request to other users and have them log the same request. The more requests the better. Each of the 35 product specialists look at their request for their section of the program and if there is a high number of request and a good business case it has a higher degree of getting done.

In summary our user group is taking action to improve TAM. TAM is saying they are listening. We will see what improvements are made in version 9.0 and the next series of updates.

TAM TIPS – Dianna George.

Dianna went over a number of Tam tips with our users. These were a series of shortcuts and features to help users use Tam more efficiently. Brian Bartosh, the Vice Chairperson of the Interface Committee for ASCnet was at our meeting and also shared with us some great keystroke short cuts on tam. All of these tips and points are posted on our website. For more details please visit.



I-Prevision www.iprevision.net Chris Borchert and Pat Kellner

The users saw an excellent presentation on the software Iprevision uses. iPrevision™ affords you the protection, security and record retention capabilities needed to protect your organization from malicious code attacks, libelous or inappropriate use of your network, unauthorized sharing of proprietary or confidential documents, unnecessary demands on your system performance and time-wasting threats to productivity I prevision is a box that is put on your router in your office that gives you the ability to monitor what your employees are you using the internet to do. It is a tool to stop wasted time on the internet in offices and improve the productivity of all employees. If employees are chronic users it will allow you to build a case to deal with them appropriately. Some quick facts.

- 70% of all Internet pornography traffic occurs during the traditional 9 to 5 business workday
- One employee wasting just 15 minutes a day on the Internet can cost you as much as \$1,500 a year per employee
- 45% of companies have suffered unauthorized access by an insider in the previous 12 months
- Spyware, Instant Messaging (IM) and Peer-to-Peer (P2P) are becoming increasingly attractive routes for malicious attacks and infiltration by uninvited software agents
- Over one in five employers (21%) have had employee e-mail and/or Instant Messages (IM) subpoenaed in the instance of a legal or regulatory investigation

Despite escalating risks, regulations and mandated government policies regarding use of the internet, web-mail, IM and P2P, organizations

remain in the dark about where individual responsibility ends and organizational accountability begins.

iPrevision™ affords you the protection, security and record retention capabilities needed to protect your organization from malicious code attacks, libelous or inappropriate use of your network, unauthorized sharing of proprietary or confidential documents, unnecessary demands on your system performance and time-wasting threats to productivity. The pricing on this product is based on up to 10 users, up to 25 users, 50 users. The approx cost for a 25 users system would be \$2495.00 and approx \$1000 per year support cost. You must sign up for 3 year period of time. The system is easy to install. If you would like to see a live demo and find out more the contact person is Chris Borchert at 616-205-4508.

Interface Update – Pannel Discussion.

Brian Bartosh, Dianna George, Devona Allin, Leslie Lacroix, Jeff Roy and Geoff Dunn lead a discussion on status of Warp – Real-time interface, between agency manager and our insurance companies. Some of the issue discussed by the panel where as follows.

- 1) Speed a problem with policy inquiry. Many offices are not using this function as it is slow and is faster to go through the company portal directly. The cause of the slow speed is that all companies in Canada have hooked up to Tam Warp through scripting. Scripting is cheaper to do but is not as quick as XML. This is a slower technology and causes inquiry to take 1 to 2 minutes. In the USA they have XML link between The Agency Manager and companies. It takes 10 seconds using this method. The interface committee is going to work on getting companies converted to XML method.
- 2) It was discussed that it would be nice for Agency Manager to manage our passwords into our company portals. Brian mentioned this could easily be done by Applied if each company signed a document allowing this to happen. This would be a good feature to have and interface committee will work on getting this set up.
- 3) Canada Postal Code look up. Brian showed us how on US system you can look up postal codes. This is more a product development issue but said it could be easily done. However, as the integrity of data is critical to uploading and if we had the postal code look up for Canada built into TAM at the client screen and policy screen level we would have more accurate data. There at one time was an issue in regards to how much Canada Post wanted to charge Tam and its users to do this. It sounded like an additional \$5,000 would give TAM the ability to do this change. All Members should email this enhancement request into Agency Manager now.
- 4) It was brought up can Agency Manager handle policy change? Policy change is being done through a bridging process. If the companies do not have policy change on their website than it can not be done. If the companies do have policy change TAM can program through Warp to give us access into the company system. Once this

information is drilled into the company screen you finish the transaction on the company system and the revision is downloaded into the system the next day.

5) What do Companies need to do to be able to allow us to connect into their system through Warp? If companies have the ability to do new business and policy change on their website they have approx 90% of the work done to allow brokers to interface with them through Warp.

6) Is there any order companies need to work on developing interface with Tam e.g. Policy inquiry first, new business second, policy change last. The answer is no. The biggest time savers and best advantage that brokers have is policy change and inquiry. This can save the most time. All of these items can be developed at same time. It all depends on the companies' web-based system. For new business the companies need to have their rates built into their website

To summarize Canada is setting up an Ad Hoc interface committee. This committee's goal will be to get as many companies and brokers using real-time transactions through Agency Manager in the next year. This group will learn from the US and will chart our own course to get as many markets using WARP-real time transactions, so that we can reduce our cost, improve our accuracy and deliver changes to clients faster and cheaper. It will take a good year to get momentum moving on WARP but Canada is developing its own strategy so we can do as many real-time transactions as possible. Leslie Lacroix, Dianna George, Devona Allin, Jeff Roy and Laura Hill (TASCnet) are on this committee and will work hard to keep our users informed and educated. The interface committee also has improved its organization and will have a subcommittee that will deal with the following issues.

- 1) Download
- 2) Real-time transactions
- 3) Industry forms e.g. CSIO, Accord
- 4) Ad Hoc committees – which Canadian Ad Hoc Committee is one of the new ones set up so that we can achieve our goals.

Next Meeting date: April 17 2007