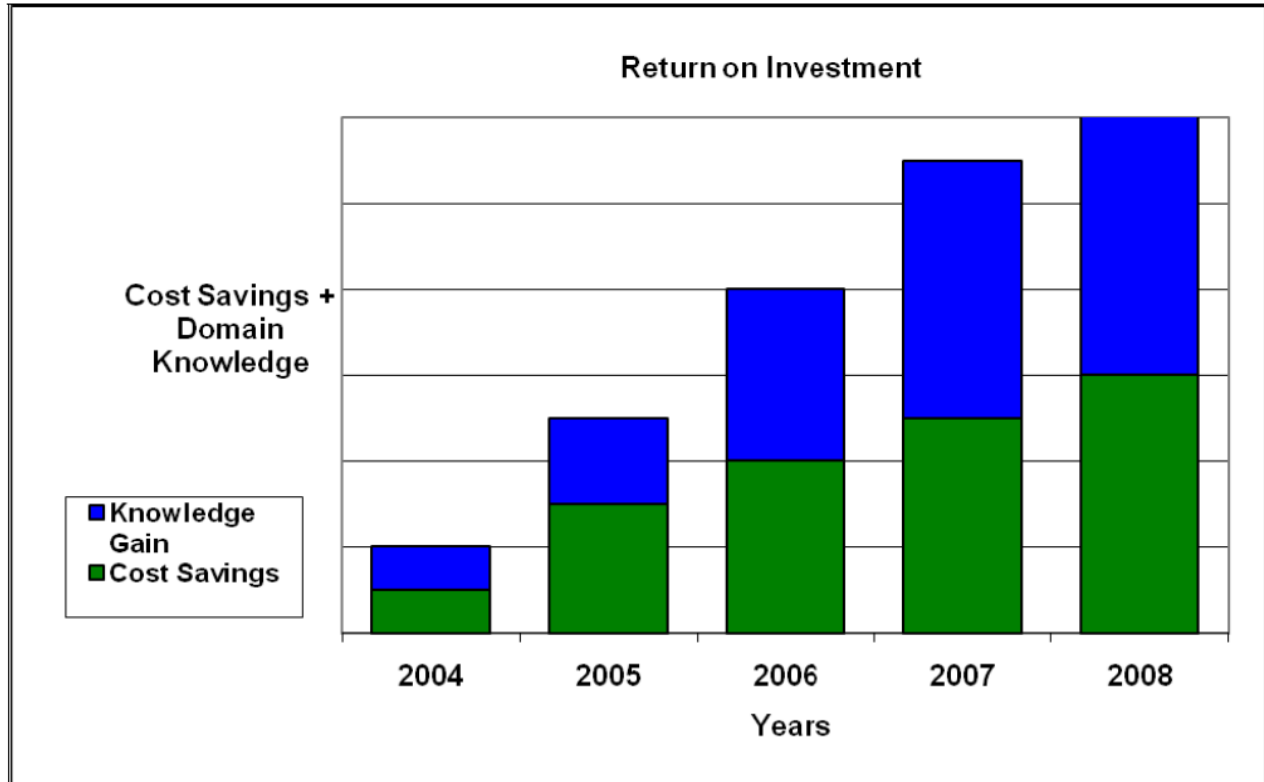




Midwestern Life Insurance Company

Challenge:

Faced with the challenge of high turnover within their IT staff on a critical Ingenium Insurance application, this company wanted to find a better way. Ingenium is a scarce technology, and contract resources are a hard to find resource in the IT market. Furthermore, veteran staff members trained on this application and in this technology were quickly lost to the market, placing application development and maintenance tasks at risk. To create a solution for these challenges, this insurance company turned to CrossUSA.



Solution:

Leveraging our strategic Rural Software Development Business model, CrossUSA was asked to build a team of experienced Insurance IT professionals based in our Sebeka, MN development center. They invested in dedicated training in the Ingenium technology, and in their insurance business processes. In this long term multi-year relationship, CrossUSA resource members are dedicated to this client, with 100% of their work efforts going towards application development and maintenance projects assigned by the client.

Conclusion:

With our low staff turnover, training investments are retained and development and maintenance experience gained by our staff is retained, enabling consistent increases in productivity of this team. Due to the success of these efforts, and the value realized by the client, this effort is being expanded in 2008 with the training of more CrossUSA staff members in this technology.

