



**Amica Mutual Insurance Company**

**Amica Life Insurance Company**



## **CASE STUDY**

Since implementing the AcceleNet™ 3.0 Enterprise network optimization solution, AMICA appraisers have seen systems run faster, experienced increased bandwidth on their network and realized significant productivity savings.

*"Our adoption of AcceleNet was borne out of Amica's commitment to provide the highest customer service standard. Some of our remote field force found AcceleNet so effective in improving both their road connectivity and upload/download times they were asking if they could purchase AcceleNet themselves. I haven't seen many products this enthusiastically embraced by our field users."*

**Larry Brown, Sr. Systems Engineer, Amica**

*"Given the demand from our remote end-users for truly high speed wireless access to data, we wanted to be sure we licensed the best performing product on the market, which is clearly AcceleNet. Installation is easy with minimal administration required. The system has been 100% reliable and has made a big difference to the speed and stability of the wireless network connections."*

**Gregory Saugy, Network Operations Specialist, Amica**

## **PROJECT OVERVIEW**

Amica Insurance, ranked "Highest in Customer Satisfaction Among National Auto Insurers" Seven Years in a Row by J.D. Power and Associates, provides insurance services countrywide through 39 offices.

### **ORGANIZATION REQUIREMENT:**

Amica's commitment to provide the highest customer service standard has driven them to provide mobility tools to their workforce to increase customer responsiveness.

Given the wider deployment of wireless cards and tools to their mobile workforce, optimizing the file transfer and email experience would be a critical factor in user acceptance of these new technologies. User feedback in these areas in the past had not been favorable.

### **SOLUTION:**

The AcceleNet compression solution was introduced at Amica enabling greater capacity on the existing network and faster connections to the systems in use.



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## **IMPLEMENTATION:**

After trialing several products, AcceleNet was selected for its performance, security, reliability and ease of use. The installation was quick and simple with no disruption to the network.

The AcceleNet server sits within the network and acts as a proxy server. A small AcceleNet client application sits on each machine on the network. When a user selects a system like Outlook email, the AcceleNet client application sends a request to the AcceleNet server rather than to the Exchange Server to start the system. The AcceleNet Server then communicates with the Exchange Server, gets the required data, compresses it, and sends it back to the AcceleNet client. The AcceleNet client decompresses it and transfers the data to the application.

Overall, Amica is delighted with the AcceleNet solution and the effectiveness across the organization.

## **SUMMARY**

AcceleNet uses patented proprietary data compression techniques, advanced transport protocols, and application protocol optimization to transform data so that it can be transferred faster across slower or high latency links, such as wireless networks. AcceleNet literature further claims increasing the effective speeds for web browsing, email and other common applications by up to 10 times. In addition, they target Microsoft Office file types for compression optimization, meaning better transfer performance for Outlook, Word, Excel and PowerPoint documents.

Demonstrations of AcceleNet at the Gartner Wireless Conference this past year were impressive and it was felt that if field results validated their claims, the solution might be a good fit for Amica field adjusters and appraisers.

Happily, the AcceleNet pilot validated ICT's claims of providing faster and more reliable file transfer and data connections. Amica piloted the product with 15 end users, varying the participants between a variety of broadband, wireless and dial-up users. It was also made sure to include a mix of Amica's two main wireless providers.

After three months of field use, user response was collected, and was generally extremely positive. Participants cited an improvement in speed, and several also claimed more stable connectivity in using the iPass VPN client. Side by side user tests found an AcceleNet user retrieving web pages or relevant documents in an average of under ten seconds per, while the second user, using the same equipment, averaged over a minute for each item.

Our Sr. Appraiser involved in the above test cited an average of about ten downloads/web transfers per appraisal. With the above scenario, a one minute savings per web site/download translates to a potential of ten minutes saved per appraisal. With an average daily workload of 5-6 appraisals per day, that further extrapolates to an hour per day of time no longer lost in the data transfer process.

That's over 10% productivity savings resulting in a possible payback period of 1-2 weeks.

In addition, uploading data while traveling from each inspection site became a true reality for appraisers using this tool, as the solution provided for increased connectivity and network persistence through low/no coverage areas.

The primary applications showing improvement were identified as ProcessClaims, ADP, Internet Explorer, and Outlook. Photo uploads and network share accesses were documented as areas with the biggest process gains.



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A senior appraiser noted:

*"As I had stated to you earlier, the program seemed to speed up my connection speed considerably. This time was all subjective until a training class that I had last week was able to prove it. A colleague and I were at a training class for ADP at home office last Friday. He and I are both using the same wireless networking card and were sitting next to each other in the classroom. We ran several side by side tests for transmissions for items like process claims, Microsoft outlook, and several internet web pages- used for used auto parts searches."*

*"Consistently, my pages would refresh in a matter of 5-6 seconds. His pages would take well over a minute."*

*"Considering the amount of steps required to obtain, process and upload claims – search ProcessClaims, locate new assignment, view claim, change to view assignment, download claim, search and locate LKQ parts, upload claim and refresh, and finally upload photos and appraisals- the time savings alone could easily be 10 minutes a claim. In recent weeks, I have on several occasions done more 10 claims in a day. That's 100 minutes a day in time available to do claims which easily gives me the advantage to do 1-2 extra claims a day. That time if not used for extra claims can be used to spend extra time with the customer to explain the claim and help with the entire process."*

*"All in all, AcceleNet has been a tremendous help with the wireless connections and actually makes the wireless connection a VERY useful and productive tool."*

## **BENEFITS**

### **FASTER SYSTEMS**

Employees who previously had experience of slow access to systems because of low bandwidth connections to remote sites now have access at much greater speeds.

### **COST SAVINGS**

Increased transfer speeds resulted in up to 10% productivity savings. Compression of data will ensure wireless connections remain within their flat rate limits. Additionally, if wireless providers shift back to pay per MB billing, significant cost savings could result.

## **MORE INFORMATION**

For more information regarding the use of AcceleNet at Amica, please contact:

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**About Intelligent Compression Technologies Inc. ([www.ictcompress.com](http://www.ictcompress.com))**

Intelligent Compression Technologies Inc. (ICT), a wholly-owned subsidiary of ViaSat Inc. (Nasdaq:VSAT), based in Quincy, Massachusetts, began as a supplier of data compression software that was embedded into software products of licensees including industry leaders in new media software for accelerating traffic over wired and wireless networks. The company's primary product, AcceleNet™, is a WAN/wireless data acceleration product that optimizes Web and e-mail applications over slow or long-latency data links.

**About Amica Insurance ([www.amica.com](http://www.amica.com))**

Amica Insurance, celebrating its 100th anniversary in 2007, is the nation's oldest mutual insurer of automobiles. The company is a national writer of automobile, homeowners, marine, and personal umbrella liability insurance. Life coverage is available through Amica Life Insurance Company, a wholly owned subsidiary. Amica employs more than 3,000 people in 39 offices countrywide.