



Tis the season . . . the other season.

By Layton Olson

The regulatory reporting season, or in a common refrain often heard this time of year . . . *crunch time*. As we do every January, we're going to help make the year-end filing period a little less stressful and time-consuming for you.

One service we provide that is most appreciated and valued by our customers, and those companies that we'd like to become customers, is a summary of the 2011 NAIC updates and changes. This service was highlighted by one of our guest commentators, who also found value in the customer testimonials he's read in our e newsletters. In fact, such testimonials were instrumental in helping him decide to switch to Eagle Technology Management. Now he is eager to spread the word himself.

Speaking of spreading the word. Our resident expert on all-things-NAIC, Randy Hefel, will be publishing a [blog titled The NAIC Forum](#) about all the updates, changes, interpretations and news coming out of the NAIC that's of importance to the regulatory reporting community. His blog starts with his review of this year's NAIC year-end updates. He identifies the changes that have been made for your statement type, and has dissected them to clearly explain their impact. We would like you to have a copy of his analysis, with our compliments. Not all noted changes may apply to you, so you can probably skim the document(s) in 15-30 minutes to cull just the tidbits relevant to you. You may also [watch a recorded WebEx Webinar](#) where Randy describes the changes in detail and how the changes are applied to the annual statement for the 2011 year-end processing season.

We're offering two ways to access these changes:

- You can access the summary by clicking the link to [Randy's blog](#) in the right column, and/or,
- Contact Randy at (319) 739-3528, or via email at randy.hefel@byetm.com.

As we also do with all e-newsletters, we are pleased to introduce three of your peers who have graciously come forth to offer their thoughts on how and why Eagle Technology Management has made their regulatory reporting responsibilities more productive, efficient, and hassle-free. They are:

Angel Walker

Compliance Leader for Insurance and Wealth Management
Genworth Financial

Felicia Abruzzese

Assistant Vice President & Assistant Controller
SCOR Reinsurance Company

Jesson Joseph

Manager, Statutory Reporting
Bravo Health Insurance Company

Much like Angel, Felicia, Jesson and the more than 1,200 of your peers who came to us from one of our competitors, we have implemented a remarkably user-friendly [conversion process](#); one that is straightforward, minimally disruptive, on-time and on-budget.

You can read more about this by clicking on the link on the right or by contacting me directly at 319-739-3512 or via email at layton.olson@byetm.com.



Layton Olson

2011 NAIC update summary.

Click [HERE](#) to access Randy's blog for a detailed explanation of the 2011 NAIC updates.

We're making switching to ETM as painless as possible.

Click [HERE](#) to read about the lengths to which we'll go to make your conversion as smooth as silk.

Don't just take our word for it.

The links below take you to two of our 2011 e-newsletters in which six of your peers wax poetic about their conversion to the SaaS technology.

January 2011 Eagle News Changes are in the air.

May 2011 Eagle News Why you may think of us as the lonely Maytag repairman of regulatory reporting software.



**Angel Walker
Compliance Leader for Insurance and Wealth Management
Genworth Financial**

When did you switch to ETM and what was the impetus for doing so?

We made the move to ETM early last year. We had been entertaining ETM for a number of years, but a reorganization and the economy postponed bringing them on. They were very patient with us during this period, knowing how much we wanted a better application.

We had many issues with our previous vendor. They couldn't easily migrate information directly into their system, so we had to create different deployments of the application so users could transfer data within the statement. They were incapable of providing the level of security we required to protect historical data from being changed; they couldn't control what part of the statement our people could access, so we would have problems identifying who changed what, when and why. Also, there were inconsistencies with the upgrades. They would push through upgrades that would not be applicable to all users, and there were some upgrades that caused a lot of rework on our end and caused our statements to be disrupted.

What have you found to be some of the benefits of the ETM software?

The Wings application is a lot more sophisticated and it fits within the business needs that we have here. We are a growing organization with the need to be more current with modern technology, and we are constantly adding on insurance companies. Our previous application just wasn't sophisticated enough to keep up with our business needs.

Because multiple departments across the organization have to input data, with Wings, everybody can enter data simultaneously without having to wait for other people to create a file and email it to them. With everyone having to have access to the application, it not only increases ownership but it also allows them the liberty to go in and review the information and cross check it against other data in the application without having to rely on another person to validate the information because they have limited access.

Another feature we like are the cross checks. We're spending very little time going through cross checks, whereas our previous application produced crosschecks that are invalid or didn't apply to what we're doing. It reduces the amount of time we're spending on cross checks.

We have state forms we have to complete, and the Wings application allows us access to these forms without having to house them in another piece of software. Whatever data is needed from our annual statement or quarterly

financials is already populated for us. This increases the integrity and security of the data and eliminates a lot of human error with re-typing and transposing numbers when you're completing thousands of forms.

What's your experience with ETM's customer support?

Customer support is excellent. They've been extremely accessible, flexible and patient with us. We tend to like the person-to-person interaction. They make it very easy for us to maneuver through the application. The Webex training they provide is very efficient and it's useful for us. We use Webex training a lot in order to train people being newly introduced to the application, because with changes in the organization people need training. It makes it very easy for us to reduce the learning curve and help our people to hit the ground running.

"We are a growing organization with the need to be more current with modern technology, and we are constantly adding on insurance companies. Our previous application just wasn't sophisticated enough to keep up with our business needs."

—Angel Walker

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Felicia Abruzzese
Assistant Vice President & Assistant Controller
SCOR Reinsurance Company

When did you switch to Eagle Technology Management and why?

We made the switch to ETM in 2009 as we were having a lot of system issues with our previous vendor. We were on an older version of their software, and they were dedicating most of their people and support systems to the newer version. We felt abandoned. Technically, we were having problems with cross checks, sometimes waiting as long as 10 hours. We would leave in the evening and return in the morning finding that the system was still running the previous evening's cross checks.

What convinced you to embrace the SaaS or cloud-based model?

Another issue we had with our previous vendor was with the timeliness of their system updates. They would only update their system every week or two during year-end. They wouldn't accommodate even when told we were going to print. We were told they would only update if there was a huge demand for it; otherwise, they stuck to their schedule. Because of this we were enticed by the ETM software being housed off-premise, enabling updates to be made in real time.

How is the ETM customer support apparatus?

So far so good. ETM is timely and sensitive to our timing and issues, and they try to resolve things very quickly.

"We made the switch to ETM in 2009 as we were having a lot of system issues with our previous vendor."

— Felicia Abruzzese

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Jesson Joseph
Manager, Statutory Reporting
Bravo Health Insurance Company

When did you switch to Eagle Technology management and why?

We first looked at ETM early last year. In fact, one of the elements that we found helpful was the testimonials in the e-newsletters. We were looking at Eagle prior to being acquired by HealthSpring, Inc., and since HealthSpring companies were already using Eagle it became an easier decision to transition all Bravo Companies to Eagle as well.

Why did you select the SaaS-based version of the software?

We found that we liked the cloud-based version better than the locally-hosted version because we don't have to worry about software updates or downtime due to server maintenance during the most critical times. ETM does all the updates so we don't have to rely on our IT department for this. Relying on our IT department to ensure that all software updates were installed became a difficult task during the Annual Statement filing season due to IT having multiple priorities, so it was an easy decision to choose the cloud-based version of the software.

What's been your experience with ETM's customer support?

Overall, our experience has been good as we have gotten satisfactory responses to all our inquiries. During the initial setup we were assigned a specific person to walk us through the transition process and provide us with hands-on training. Since then, we haven't had much reason to call ETM, because their online tutorials are very good. Based on a specific filing or completing specific tasks in the Annual statement software, all you would have to do is to go to the online tutorials and review the procedure. It's self-contained, self-explanatory and easy to use. If the tutorials have not satisfactorily answered our question, we have called customer support and have received assistance that helped us complete the task at hand. We also like that each quarter and annually, ETM publishes a list of all the changes and updates to the Quarterly and Annual statement.

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—Jesson Joseph

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