

Glatfelter Insurance Group York, Pennsylvania

www.glatfelters.com

Industry

Insurance

Employees

500 employees and 4,500 independent insurance brokers

Excel4apps products and services:

GL Wand



"We've only been using GL Wand for a few months and have already found it to be the best financial reporting package we have. The more we use the software the more applications we find for it. The product has saved us countless hours of keying data and freed us up to focus more on the analysis of the data. This has to be the quickest ROI we've had on any software investment."

-- Jennifer S. Raffensberger, MBA
Corporate Controller
Glatfelter Insurance Group



Background

Glatfelter Insurance Group was established more than 50 years ago to help clients manage the risks associated with business and personal losses. Solid leadership and employee empowerment has created a thriving, multi-faceted insurance services business that provides both retail and wholesale insurance products to customers across the United States. Approximately 500 associates work for Glatfelter, which received the prestigious Best Places to Work in PA Award, ranking number one in the category of large-sized companies (251+ employees). The company has retail centers in Pennsylvania, and Missouri, and continues to grow a thriving wholesale business that serves specialized entities like municipalities, public/private schools, emergency services, and hospice providers, among others. With ten years experience using Oracle and a systems enhancement in progress, a senior level team from this employee-owned company began to look for ways to improve productivity and simplify their reporting process with an eye on managing the cost while maximizing the benefits.

Challenges

- Huge financial reports meant stacks of paper were being generated monthly. Accounting wanted to distribute information in a non-invasive way straight to the many recipient's desktops without "killing so many trees."
- To generate reports out of Oracle, employees were required to re-key pages of data into Excel, and back-up paper files and staff assistance was needed to drill down to detail for executives on a frequent basis.
- Numerous distinct business units meant that as many as ten balance sheets and income statements had to be created for tax preparation and were being manually created in Excel from Oracle data in a time consuming process.
- Financial users wanted more analytical power at their desktops and less reliance on IT.
- Staff members wanted nicer looking reports that were easier to generate and that would allow them the ability to link parent and child values for company cost center and account codes and eliminate fields where there was no activity.
- Business growth and an upgrade to Oracle R12 signaled an opportunity to bring on products designed specifically to meet their functional needs.

Solution

- Glatfelter staff members participate in the Oracle Americas Users Group and had seen vendor products that were designed specifically for Oracle users. After a product search, vendor interviews, and the trial of two products, GL Wand was selected.
- One function that really "wowed" the group was the ability to click on the parent value in a report and see all the child ranges underneath. This function was unique to GL Wand and a major factor in the product's selection.
- Once templates were created and data was filled in, projects that previously took hours, days or even weeks to compile were done in minutes, and in some cases instantaneously. One example: year-end balance sheets that previously took as many as three weeks can be completed in ten minutes!
- Employees in finance and IT found the product easy to use, with simple training and installation that got employees up and running fast.

Benefits

- Purchasing, Payables, General Ledger and Expense reports can all be generated quickly and delivered electronically. Month end reports went from being a time-consuming two-day process to a ten minute process with a date change within GL Wand.
- The selection team appreciated that GL Wand was solely an Oracle product and that support personnel were intimately familiar with all aspects of Oracle, making customer service contacts truly valuable.
- Ad-hoc analysis made easy – significant time saving from account inquiry to drill down to detail.
- User friendliness enabled rapid deployment and adoption of the new tool.
- GL Wand follows the Oracle security rules, meaning no back door for someone to get into data they don't have access to.