

## Quick Facts:

### Industry:

Workers' Compensation Insurance

### Company Information:

Employees: 359  
Locations: 30 Call Centers  
General Ledger: Freedom  
Revenue (mil.): \$192  
Head Office: Baton Rouge, LA  
Operating Since 1992

### Scenario:

Needed to achieve three main budgeting goals:

1. Obtain a budgeting/forecasting system for personnel costs planning that was capable of projecting salary increases based on a multi-level compensation system
2. Upgrade system access capabilities for cost center managers and ensure that centralized control was being maintained
3. Empower the budgeting managers by providing ownership and responsibility of their data, while preserving data integrity

### Solution:

LWCC chose PROPHIX to replace their current Excel-based spreadsheet system. A system of hundreds of worksheets and macros and thousands of formulas was replaced by PROPHIX's sophisticated portal solution, enabling all cost centers to be connected.

### Benefits:

LWCC is currently saving \$1,127,748 in operational improvements. For every \$1 invested in PROPHIX Software, services and internal setup and training time, LWCC has received \$60.96 back.

## Case Study

**LWCC**  
[www.lwcc.com](http://www.lwcc.com)



"LWCC is currently saving \$1,127,748 per year in operational improvements directly attributable to PROPHIX Software and Services."

Angie Head, Senior Accountant

## Return on Investment

- ◆ \$1,127,748 per year in operational improvements cost-savings.
- ◆ Savings of 368 man-hours, equating to \$489,946 contributing to time management.
- ◆ Savings of 960 man-hours and \$38,166 in budget preparation.
- ◆ Decrease of 192 overtime hours.

## Background

LWCC is located in Baton Rouge, Louisiana and commenced business in October of 1992. They are Louisiana's largest workers' compensation carrier, providing coverage to 38.5 percent of the insured Louisiana market, approximately 24,000 policyholders. During 2004, LWCC went through extensive training and initiatives to create a brand in the workers' compensation market.

### Recognizing the Problem

Before using PROPHIX, the preparation of LWCC's budget had always been completed using Excel spreadsheets. The company's rapid growth made spreadsheets inefficient. LWCC's new brand

promise to their customers was "Lower Costs and Fewer Hassles," and that's exactly what they wanted from their budgeting software. They were in search of a product that would empower the budgeting managers by providing ownership and responsibility of their data, while preserving the integrity of the data. Because the technology was not meeting LWCC's needs or moving them forward towards living their brand, the search began for a budgeting software package. In March 2004, senior accountant Angie Head, engaged PROPHIX Software to implement their state-of-the-art budget management software solution.

## Implementing a Solution

Prior to implementing PROPHIX, preparing the budget started in June or July and continued all the way through to the middle part of December. Once PROPHIX was implemented, the budget cycle was from May to the beginning of October, saving LWCC two-and-a-half months. That extra time allowed them to work on other projects. Between cost savings and improved earnings, over \$1 million dollars was realized. PROPHIX came through for LWCC when they needed it most. During a rapid corporate expansion and their branding efforts, they needed to quickly establish a reliable and secure solution that could handle

the needs of their growing customer base. PROPHIX delivered for them.

## Bottom Line

PROPHIX has served as a tool that instills LWCC's culture: the promise and the commitment to deliver. The company has realized valuable cost and time savings and is reaping the benefits of better ease of use, connectivity between call centers, and lower stress levels in upper management. PROPHIX



**"At LWCC, we have since coined the phrase that PROPHIX equals priceless."**

**Angie Head  
Senior Accountant, LWCC**

## Future Plans

"LWCC is working on integrating various other projects and tasks into the PROPHIX software throughout the coming year. Our savings can only get better, and the best is yet to come."

**Angie Head  
Senior Accountant,  
LWCC**

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**PROPHIX**