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Total annual spend for IT and cybersecurity development measures for your company: $225K

Industry Sector: Insurance

What are key products or services offered by your company? Insurance for nonprofit organizations

How many people are employed by your company? 100-250 employees

What is the current annual revenue for your organization? $100M-$250M

How many business locations do you maintain company hardware and equipment such as servers…? 2

How many people are in your IT Department? 16

How many people are on your IT security team? 7

Number of Contact Center Seats: none

What is your current Operating System? Microsoft

Who is your current ERP vendor? none

Who is your Cloud Service Provider? Other

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1) Do you have responsibility for Cybersecurity? 0

Do you plan to add or expand cybersecurity initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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2) Do you have responsibility for Cloud software solutions? 0

Do you plan to add or expand cloud solution initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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3) Do you have responsibility for Digital Solutions?: 0

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Do you plan to add or expand digital responsibility initiatives in the next 12 months?: 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are in the process of moving from a legacy policy management system (over 20 years old, custom coded) to a saas based policy management system. there are many integrations that need to be done. in the process of migrating to the new system, we are trying to automate as much as possible (rpa/workflow content automation).

also during this migration, we're revamping our business to business portals and marketing automation. so we're looking to boost the digital customer experience during this transition.

one of the initiatives for our new system is intelligent ingestion of standardized insurance forms - turning these applications into data to remove some of the manual entry that's currently part of the application workflow. in the future, once we have robust application data, we'll be looking to ai and machine learning to help us determine relevance of application data to claims data for policies over time.

we already had about 40% of our workforce working remotely across the us, but with covid, we're now more like 90%. digital workforce is here to stay, and we're looking to boost collaboration and culture preservation while still allowing the flexibility of when/where to work.

4) Do you have responsibility for Data Management? 0

Do you plan to add or expand data management initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): as a part of our move, we're spinning up an enterprise data warehouse to help report across legacy and new-system data - this will hopefully allow us a one-stop-shop for reporting for data from both past and present. once this is complete, we'll be laying over bi, bi dashboards and reporting. and if possible, we'd like to see what big data analytics can offer.

part of our transition plan between past and present data will be data governance, mdm, and data quality initiatives. this will also include data cleansing and data integration/access.

of course, with any data initiative, we're concerned about security, and we're looking to see where encryption can play a role in our scheme.

finally, we're in the process of virtualizing our production environment. once this is done, the next step will be draas to make sure that we have business continuity.

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5) Do you have responsibility for Software/Application Development and Management? 0

Do you plan to add or expand software / application development initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are currently migrating to a new saas based policy management system. this is a mirco-services based api-heavy platform. there are many business processes that aren't going to be handled by the saas based system. we are going to be taking on the custom dev work to make up the difference for what's not supported by the new system. we have a team of 4-6 developers on task to help.

 we've also engaged a system integration resource to help use with a new integration framework we're going to use to help with out etl between the two systems.

 development work will include apis, application integration, application architecture, and sdlc and will be built on .net/sql server with a browser based front end.

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6) Do you have responsibility for Communication Systems? 0

Do you plan to add or expand communication system initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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7) Do you have responsibility for Network Systems? 0

Do you plan to add or expand network system initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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8) Do you have responsibility for Consulting / Outsourcing? 0

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are bringing on a couple of systems integrators and another it service company which offers developers familiar with our business to add elastic resource capacity as we more developers are needed to complete the current task list. we mostly have our vendors in place at this point.

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9) Do you have responsibility for IT Leadership, Talent Management and Training? 0

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? 0

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Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): i'm planning on boosting my own training over the next year or so as a part of on-going career growth. my focus will be leadership, team building, and efficiency. we will also be growing our team by at least a couple head-count next year, so keeping current on staffing practices is going to be one of my focuses (especially changes resulting from covid and wfh shifts) .

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