



About ITS Data Services

ITS Data Services is a subsidiary of JMV Services, Inc., a Dallas-based, independent insurance consulting firm. For more than 20 years, the ITS companies have exclusively served the insurance industry by providing business analysts and project managers with insurance experience for system related projects.

For more information visit www.jmvservices.com or contact Mike Vana, Sr. VP of Business Development, at 800-697-7230 or mvana@jmvservices.com.



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Change Management Services

Insurance
Technology
Services



ITS Change Management Services

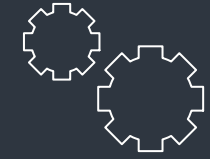
Helping companies manage the complex organizational and workforce transition required to roll out new systems

Business Process Reengineering – New systems integrate a wide number of business functions and introduce new processes, business rules, and products to your staff, agents, and insureds. Realize the full benefits of your new system through innovative business processes rather than just refining current processes. Identify and eliminate unnecessary manual steps.

Onsite In-person Training – We use a classroom approach integrating practical situations with computer-based activities.

Web-based Training (WBT) – We create self-paced learning activities accessible over the Web to teach static processes, such as how to use certain software features. WBT activities are easily distributed to a wide audience at a relatively low cost.

Online Knowledge Library – We produce a library of on-demand job aids and how-to videos that reduce the cost of training agents and staff while increasing productivity and performance.



INSURANCE EXPERTS

Collaborate with experts who have worked in the insurance industry and successfully managed major system implementations and conversions.

BENEFITS

- Increases stakeholder buy-in
- Enhances agency relationships
- Produces more knowledgeable agents

OUR APPROACH

- Provides on-demand training 24/7
- Minimizes client involvement for an already overburdened staff
- Leverages a new system faster to improve customer service, make processing more efficient, and lower operational costs

Insurance Solutions backed by Experience

READINESS ASSESSMENT

Assess your corporate readiness to determine needs and create a change management strategy to lead your user communities to a new way of working.

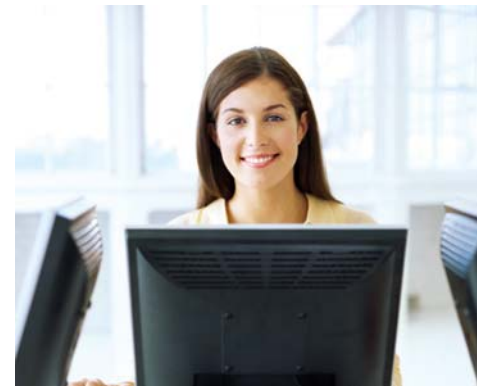
ITS will develop a tailored approach by assessing the complexity of your user audience and advising you on what types of training and performance support tools are needed. For example, whether your agents are captive or independent or who your top producers are will affect the types of training, job aids and support levels each user group requires.

CHANGE MANAGEMENT STRATEGY

- Identify all current and potential stakeholders
- Assess impact on each stakeholder and their change tolerance
- Communicate needed changes and the benefits
- Determine information gaps
- Develop a variety of training instruments
- Develop an organized training and rollout plan
- Plan according to each stakeholder requirement
- Keep information readily available

TRAINING

ITS creates the training plan and materials that your different users need to use and support the new operating environment, as well as understand how their efforts contribute to the bottom line.



SUSTAINABILITY

Change is not a onetime thing. ITS helps you implement methods to sustain change. We ensure that your new system features will be fully understood and utilized by both current and future agents, CSRs, and employees.

WHY ITS?

ITS is a trusted partner committed to helping our customers identify the most critical areas for business improvement. We leverage our experienced resources to deliver value quickly, efficiently and effectively. For over twenty years ITS has worked with our insurance company clients to develop training and performance support tools. We combine advanced learning, analytic and information technologies with powerful yet affordable collaboration and simulation tools.



INSTRUCTIONAL DESIGN & DEVELOPMENT

Work with people who have designed and developed effective training courses and performance support tools for instructor-led and online delivery options.



FACILITATION

Take advantage of experienced facilitators adept in providing interactive classroom delivery to all employee levels and who understand and pay attention to the needs of the adult learner – especially learners that are anxious about using a new system on a daily basis.

