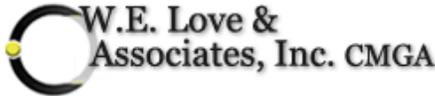




Hosted Solutions Help W.E. Love Cut Costs and Focus on Customers

W.E. Love, headquartered in Burlington, NC, acts as a managing general agent (MGA) for insurance companies that specialize in insuring transportation risks. The company relies heavily on IT and communications technologies to achieve operational efficiency while delivering superior customer service.



Executive Summary

W.E. Love & Associates, Inc.

- One of the largest privately owned transportation MGA's
- Headquartered in Burlington, NC
- 30 employees

Challenge

- Reduce the hassles of IT management so they could focus on their core business
- Reduce staffing and IT costs
- Eliminate on-site hardware and software infrastructure

Solution

- VTCloud® Hosted Apps, Hosted Microsoft Exchange Email, and RightFax, electronic faxing (2004)
- UCloud – Hosted VoIP and Unified Communications (2011)

Results

- Decreased time managing IT, allowing more time to focus on their business
- Reduced staffing costs by eliminating 6 IT positions and 15 clerical positions through better use of technology
- Improved customer service through enabling anytime, anywhere access to W.E. Love's applications
- Eliminated the administrative costs and burden associated with old premise-based PBX system

Seeking relief from the burdens and high cost of owning and maintaining IT hardware and software, the company's President, John Love, began to evaluate various alternatives to traditional in-house systems. His chief objectives were to reduce downtime, decrease the cost of IT and free up time for his staff to focus on their core business. "A lot of my time was being consumed with IT servers, security, software issues and questions," said Love. "We knew we needed to do the right thing in each of these areas but this was not my area of expertise, and these issues really chewed up my time."

In July 2004, the company partnered with Venture for a full suite of VTCloud® hosted solutions including Hosted Apps, Hosted Email, and RightFax (electronic faxing). In 2011 they added UCloud – Venture's Hosted VoIP and Unified Communications solution powered by Cisco Systems.

Venture hosts W.E. Love's Microsoft Exchange email and other Microsoft Office applications as well as accounting software and workflow applications that are specific to their company and industry. "One great benefit of using Venture's hosted Microsoft Office applications is that we don't have to keep up with licenses and version changes. The technical support is also well beyond what our own staff was able to give," added Love.

"[With Venture's Hosted Apps] we are able to work from any computer in the world, anytime without the overhead of either an IT staff or the need to keep up with the latest server and security technology," said Love. "[And] our staff actually puts in extra hours from home. Since they are able to access their applications from anywhere, they will log in at 8 at night or 6 in the morning."

"In addition, insurance, like any other financial industry, requires a lot of auditing," added Love. "Venture's Hosted Apps solution gives great transparency to those who are looking over your shoulders and allows us to easily outsource clerical work and auditing."

"We have been able to eliminate 6 IT staff and 15 clerical people through our better use of technology," said Love. "Today our staff is about 3/4 production, compared to 1/3 production eight years ago."

In 2011 W.E. Love switched to Venture's UCloud – Hosted VoIP solution. They previously had a Cisco premise-based VoIP solution from Venture and enjoyed benefits such as having voicemails sent to their email so that you don't miss calls when on the road. Now, with UCloud, Venture handles all of the phone maintenance and management.

"The customer support is outstanding and the expertise that Venture has is something that a company our size could never have," concluded Love. "With Venture, we have had tremendously better service and we've saved money. We would definitely recommend Venture Technologies to anyone."

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