



ERIN GROUP ADMINISTRATORS

Weidenhammer helps Erin Group Administrators Respond Quickly to Customer Needs

Timing in business, like most things in life, is of the essence. This is particularly true when serving customers. Companies that are traditionally slow in responding often lose out on business opportunities by causing widespread frustration and alienating customers. As the old adage says, time is money and if you can't respond to your customers in a quick and reliable fashion, they will take their business elsewhere.

Erin Group Administrators (EGA; www.ega-inc.com), located in Lancaster, Pennsylvania, assists employers in designing customized benefit programs to meet the needs of their workforce. They combine risk management tools, integrated administration, and personalized service to deliver a comprehensive, cost-effective benefit solution. They understand the value of responding to customers quickly and efficiently. Making certain they maintain their history of rapid response, EGA called on Weidenhammer Systems (www.hammer.net) to handle a variety of IT needs.

"We have a small IT department, and occasionally we get some projects that are a bit more complex and beyond our scope, stated Lucille Connors, President, EGA. EGA employs five people within their IT department, including IT Manager, Kathy Shaffer. "When we have a fairly extensive project that requires outside expertise and more manpower than we possess, we have a competent, reliable partner in Weidenhammer who supplements our IT department perfectly."

"We initially called on Weidenhammer to aid us with some CGI work," remarked Connors. "We chose them based on their reputation and location. Their headquarters are within close proximity and as a result, they can provide timely support for us, which we can in turn pass on to our customers."

Initially, EGA maintained all facets of their web site and made any necessary updates. However, several years ago they were bought out by Hospital Services Association of Northeastern Pennsylvania. As a result, additional customer tools, as well as back-end complexity were added to their site. Site visitors

were then interacting with both the EGA site on the front end, while mixing in back end information from them, as well as the Hospital Services Association of Northeastern Pennsylvania. This level of complexity was simplified by Weidenhammer and their oversight of the iSeries.

The iSeries, along with Weidenhammer's experience, developmental toolset, and extensive training materials, allows EGA to facilitate rapid adjustment to their business's changing and competitive marketplace, delivering a modern, easy-to-learn, internet-accessible user interface, as well as constant access.

One secret to the longevity of the iSeries has been its ability to absorb new technologies as they come along without compelling customers to make changes to their applications. The iSeries has the power and capacity to run core business applications and e-business applications simultaneously on the same server. As a result, information can be communicated from system to system, across the Internet. This helps reduce complexity, lower risk, drive down costs and drive up productivity.

"The iSeries has been wonderful," remarked Connors. "We have learned to identify many of the tools that come with it. There is a certain stereotype out there relating to the iSeries and what it is and is not capable of doing. We've learned that this stereotype is very much unfounded. Through Weidenhammer's expertise, they've shown us that significant enhancements are available, such as advanced reporting tools, which have really aided us."

The iSeries, along with assistance from Weidenhammer and EGA's internal programming staff, has allowed EGA to continue providing superior customer service. "The iSeries is quick and responsive," exclaimed Connors. In addition, there are tasks accomplished in the iSeries environment that can't be accomplished as quickly in a typical mainframe environment." Quick and responsive - two words used to describe the iSeries and Weidenhammer.

To see what the iSeries can do for you or to learn how a Weidenhammer partnership can take your business to the next level, please contact Mike Pascarell, Manager-Solution Delivery, at 610-378-1149 ext. 8224 or via e-mail at mpascarell@hammer.net