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**TECHNOLOGY****Performance Mgmt.  
Products Debut At IASA**

By **Ara C. Trembly**  
*Denver*

**T**he IASA Educational Conference and Business Show, held last month, featured multiple new technology products aimed at boosting productivity.

Among those aimed at providing a holistic view of property-casualty insurer performance or improving their business management processes were products from Thazar, INEA Corporation and Systems Union.

**Thazar**, part of Skywire Software Company, announced INSSight 4.0, the latest version of its business intelligence software for the property-casualty industry.

According to Frisco, Texas-based Thazar, the new product gives insurers "a strategic, enterprise-wide view of their information across all operating units." This includes actuarial, accounting, underwriting, claims, sales and marketing units.

INSSight 4.0 allows insur-

ance companies to automatically measure performance against goals, identify and track trends, and detect and respond to [marketing] threats, the company said.

"INSSight provides instant access to critical data in one centralized repository for reporting and analysis," stated Thomas R. Chesbrough, founder and executive vice president of Thazar. "In return, insurers are able to reduce costs, increase operational efficiencies and improve profitability."

The INSSight system is composed of three areas: information management, Web-based analytical and reporting tools, and implementation and support services, said Thazar. The software is based on ACORD and ISO standards. It supports multiple operating environments, including Unix or Windows.

INSSight 4.0 will be available via the Skywire Software Insurance Suite in the third quarter of this year, the

company added. Pricing information was not provided. Details are available at [www.thazar.com](http://www.thazar.com).

**INEA Corporation** unveiled its INEA Performance Management Suite, a financial services performance management system.

The company claimed the new software will enable insurance companies to deliver "a holistic view of performance and profitability across the enterprise, easily and cost-effectively."

The product offers the same features as INEA's software for banks, but adds features that are specifically important to insurers, said Toronto, Canada-based INEA. These features include: sources of earnings reporting; embedded value calculation; key performance indicators; planning and forecasting across multiple dimensions; balance sheet planning; sales performance, compensation planning and scorecarding; investment yield and portfolio

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"A lot of goods are handled unnecessarily in the workforce," he said. One example is a machine operator whose job is to take goods from one pallet, feed them to a machine and stack a product onto another pallet.

The goods are dropped by forklift onto the first pallet next to the machine, he said. "So the worker has to stoop over, pick up that part, put it on the machine, do the work, and then usually turn around and put it on an empty pallet on the other side."

A very simple solution, he said, would be for the forklift

to drop the goods onto an elevated table so the part could be slid over to the machine instead of lifted. Or it could be put on a conveyor making it unnecessary for the worker to move the part at all.

"There are a lot of techniques that can be used that don't have to be expensive," he said—techniques that can increase productivity and safety as well as job satisfaction.

One of the few industries where overexertion is not the primary cause of loss is construction, he said. "There it is slips and falls," he noted, "from heights and on the same level."

He added that effective measures can also be taken for businesses with no profile for causes of loss. "It's very well documented in reference materials what kinds of exposures there are on certain kinds of businesses," he said. "We would work with them to identify uncontrolled exposures that may not yet have caused loss."

He explained: "If you see manual handling that may not be necessary, the likelihood of it eventually causing loss is pretty high. We would work with the customer to control that before it causes injury." ■