

# Service *Support*

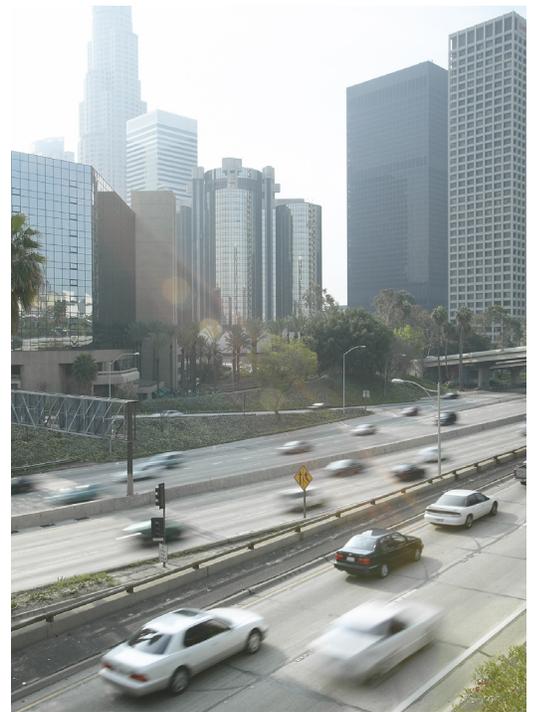
*“At Adventist Risk Management, we provide the coverage and necessary qualities for our churches, our hospitals, and our schools. And because we believe in open enterprise, we do not force our organizations to insure with us... we actually have to really win our customers over. So, having this beautiful product [ContactWise] allows us keep in touch with all our organizations, and... provide better services to them.”*

-- Charles Mendoza, Adventist Risk Management

## **The Problem:**

With 150 employees covering 15,000 organizations, Adventist Risk Management needed a solution to track all of the many contacts and organizations that would be using its insurance coverage. Adventist does not force the organizations that are part of the church to be insured with them. In order to win over their customers, Adventist needed a solution to track potential and current customers. Adventist needed a powerful, integrated CRM.

Before using ContactWise, Adventist Risk Management was trying to work from Excel spreadsheets and a program that integrated with their SQL database. The problem Adventist saw was that it could not sync all of these spreadsheets to the database, nor track all of the changes that different employees made within those spreadsheets. Adventist needed a centralized CRM solution that would keep track of all of its customers



Supporting organizations in their business processes and enhancing their ability to keep, track and retain customers.

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## **Adventist Risk Management**

Adventist Risk Management is the insurance company for the Seventh Day Adventist Church. Adventist has multiple offices in the United States including; Atlanta, GA, Riverside, CA and the main office in Silver Springs, MD. The company also has international offices in England and Sao Paulo, Brazil. Adventist Risk Management has over 150 employees supporting 15,000 organization of the church.

## The Solution:

With the implementation of GroupLink's® ContactWise®, Adventist Risk Management is able to track its customers and ensure that updates and changes to each contact are recorded at a central location, within the ContactWise Database. Charles Mendoza stated "Having this beautiful product allows us keep in touch with all our organizations, and... be able to provide better services to them."

For Adventist the integration with Novell GroupWise has greatly increased the efficiency of its employees. GroupWise emails can be imported directly to ContactWise with a simple mouseclick, giving its employees the ability to quickly track the contact that has been made with each of its customers.

Another feature that has greatly benefitted Adventist is the contact search. With regards to the contact list Charles states "Just click in there and just start typing and it [the contact] appears". There is no need to do a complex wildcard search, or look through multiple spreadsheets to find a contact.

## Conclusion:

With the implementation of GroupLink's ContactWise, Adventist Risk Management has seen dramatic improvements in every aspect of their operations. While leveraging its successful Novell investment, Adventist has increased productivity, increased operations, and increased their profitability. GroupLink's ContactWise has transformed the way Adventist does business. In assessing the success Adventist has experienced, it looks to the return on investment (ROI). The figures are astounding, and increasing every month.

### Company Name:

Adventist Risk Management

### Industry:

Insurance

### Business Benefits:

High Adoption Rate  
GroupWise Integration  
Accesible Histories  
Detailed Records  
Cost Efficent

### Quick Stats:

150 Employees  
15,000 Supported Orgs

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- Charles Mendoza, Adventist Risk Management

