



CUSTOMER SUCCESS STORY

CUSTOMER

Washington Casualty Company

INDUSTRY

Medical malpractice and general liability insurance

LOCATION

Bellevue, Washington

Number of Locations

One

Number of Employees

26

SYSTEM

Sage PFW

Modules in Operation

- Accounts Payable
- Accounts Receivable
- Bank Book
- General Ledger
- Microsoft FRx

Washington Casualty Rests Assured With Sage PFW

In the mid-1970s an unprecedented insurance maelstrom hit healthcare practitioners, facilities, and hospitals. Costs skyrocketed, threatening closure of many provider offices. Hospitals in Washington responded by forming the Washington Hospital Insurance Fund (WHIF), a nonprofit mutual insurance company to provide liability and medical malpractice coverage to member facilities throughout the state.

WHIF expanded its core business in 1991 to serve other related areas of healthcare, including community health centers, ambulatory surgery centers, mental health and chemical dependency facilities, long-term care centers, clinics, and individual practitioners. The offshoot became Washington Casualty Company (WCC), a wholly owned subsidiary of WHIF. WCC currently writes business in Washington, Oregon, Idaho, and Montana for hospitals and facilities.

Finding a Better Way

"Nature will always find a way. So will we!" This motto summarizes the philosophy at



Washington Casualty, where a can-do spirit is brought to the complexity of modern-day insurance. WCC is committed to serving policyholders with the highest degree of excellence and quality service by providing a stable, long-term, responsible, competitive market of insurance products.

To maintain its strategic positioning, WCC must be especially nimble. It must also have superior accounting functions in-house for up-to-date financials, reliable reporting, and impeccable accuracy.

Nimble, Quick, and Reliable

For years now, Washington Casualty has entrusted its business systems to Sage

CHALLENGE

Obtain an automated solution that features superior accounting, and reporting capabilities, exceptional data integrity, and can handle the complexities of an insurance company.

SOLUTION

Sage PFW ERP financial solutions.

RESULTS

Full-featured accounting capabilities; seamless integration and data flow; flawless performance; exceptional reporting and analysis; easy import of Excel spreadsheets; impeccable data integrity.

"The greatest thing about Sage PFW is its reliability... Sage PFW gives us the data integrity we need for total confidence in our numbers."

—Mickey Salas
Senior Accounting Specialist
Washington Casualty Company

PFW ERP. WCC uses Sage PFW to perform in-house reporting and automate many traditional accounting functions. Sage PFW handles general ledger entries, bank reconciliations, payables, and numerous reporting functions.

"The greatest thing about Sage PFW is its reliability," says Mickey Salas, senior accounting specialist. "In the past three years we haven't had a single problem with system dependability. Sage PFW gives us the data integrity we need for total confidence in our numbers."

"Another great thing about Sage PFW is its ease of use and security features. Occasionally we bring temps in for data entry and with Sage PFW I can limit their access to specific modules and specific menu options. Generally, they're able to get up and running in no time."

The company's financial reports are run with FRx, including balance sheets and income statements. Soon reports will also be prepared with Crystal Reports®, as Washington Casualty is planning to upgrade Sage PFW. The new version includes FRx and Crystal Reports, both industry standards.

Salas set up Washington Casualty's budget within Sage PFW. This allows him to import Microsoft Excel spreadsheets directly into Sage PFW, avoiding manual entry. He can also run reports using FRx, comparing budget figures to actual.

"I appreciate the quality of technical support we receive for Sage PFW," Salas says. "While it's rare that I have to contact them, it's nice to know they're there. And Sage Software representatives are very knowledgeable. They've always been able to answer my questions in a quick, understandable non-jargon manner."

WCC recently implemented a policy claims billing system specifically designed for its industry niche. They'll integrate this new system with Sage PFW. "Sage PFW is designed for accounting," Salas explains. "Sage PFW is a proven solution, an excellent product that we'll continue to use."

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



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