MOUNTAIN WEST FARM BUREAU MUTUAL INSURANCE COMPANY

INITIATIVE	Unlocking the Cloud: Enhanced Insights, Decisions, and Efficiency Gain
AWARD	Celent Model Insurer 2025 for **Legacy Transformation**
EXECUTIVE SUMMARY	The Mountain West Farm Bureau Insurance case study showcases a successful legacy system modernization based on cloud transformation. This initiative aimed to enhance productivity, improve customer service, and address cybersecurity concerns while enabling real-time data insights across all lines of business. By collapsing multiple legacy systems into a unified platform, Mountain West empowered its workforce with self-service reporting tools and streamlined processes, ultimately achieving significant improvements in operational efficiency, claims management, and customer retention. This transformation positions Mountain West to thrive in a rapidly changing insurance landscape, ensuring it meets the evolving needs of its ranching and farming community.
TIMELINE	**Project Start**: February 2021 **Kickoff**: March 2021 **Technical Go-Live**: March 2022 **Key Milestones**: • **275 Days Post-Start**: Transformation went live across five lines of business with 40 integrations. **700 Days Post-Start**: Expanded to 12 lines of business, 57 integrations, and the complete Data Analytics Suite (Data Studio/Explore).
KEY BENEFITS	• Real-Time Data Capabilities • Straight-Through Processing • Sales and Marketing Efficiency • Claims Management Improvements • Operational Speed • Underwriting Insight • Positive Customer Feedback Metrics: • Increased straight-through processing (STP) from **50% to 80%** for high-volume personal lines. • Policy changes now completed **in minutes**, down from 3-5 days.

	• Product updates achieved in a single sprint of **22 days**, compared to six months or more.
	• Analysis illuminated underwriting bottlenecks, facilitating increased straight-through processing.
	• Reduced claims handling costs with **50% reduction** in average claim settlement time.
	• Accessing real-time data enables tracking of KPIs and immediate response to emerging issues and utilization of real-time pipeline data for quick reactions to market conditions.
	• Enhanced claimant satisfaction and
	• High levels of satisfaction with faster service and improved claims handling.
	• Customer retention rate exceeds 90%.
KEY VENDORS	Guidewire and Microsoft
READ MORE	Discover how Mountain West Farm Bureau Insurance achieved remarkable transformation through their 'Unlocking the Cloud' initiative. This case study highlights their innovative data-first approach, which led to enhanced operational efficiency, real-time insights, and improved customer satisfaction. Visit Celent.com to learn more about this award-winning transformation and how it can inspire your own journey in the insurance industry.