

Client Engagement Summary

MONTANA STATE FUND INSURANCE

Montana State Fund (MSF) is a state-created competitive insurance company providing workers compensation insurance to nearly 30,000 employers in the state. The company earns \$166MM in premiums and maintains \$241MM in equity with reserves of \$838MM. MSF processes over 10,000 claims per year. The company built a new headquarters building and executed a move project that involved simultaneous upgrades to certain systems and infrastructure. The new building afforded the company an opportunity to modernize its voice telecommunications systems. MSF selected Sabot to develop their telecommunications strategy, design the voice systems architecture, develop detailed requirements, perform market research, prepare the solicitation document and consult throughout the selection of the system integrator and technology vendor.

Sabot conducted executive and manager interviews to understand the priorities and direction for telecommunications at MSF. We analyzed this input, combined with our expert knowledge of telecommunications best practices and technology trends to develop the long-range voice communications strategy. We then surveyed the voice communications technology market and identified architecture decisions including the consideration of voice over IP (VOIP), computer telephony, and the telecommunications convergence of voice and video. The Sabot team worked with client architects to develop the architectural framework that would inform the solution providers of the direction, priorities, and bounds impacting their solutions.

We developed a requirements matrix containing several hundred functional, business, and technical requirements to be met by the proposed solutions. The requirements analysis was a result of further detailed focus group meetings conducted with users at the staff and supervisory level as well as management and directors. Special attention was paid to the potential unique voice system requirements for groups such as legal staff, auditors, and supervisors. The requirements were incorporated into a solicitation document and an associated evaluation and selection plan. The latter was based upon the results of facilitated prioritization sessions where the relative weights of certain feature-sets were determined.

Finally, Sabot assisted the company with the execution of the procurement. We provided independent advisors to serve as experts during the review of proposals, interactions with prospective solution providers, and the final scoring. Finally we advised the team through the contract execution phase providing validation that the contract was enforceable and technically sound. Using Sabot's rigorous procurement approach and expertise, the company was able to implement the telecommunications system with zero down-time to current operations through the move to the new building.