

# Insurance Agency Minimizes Technology Risk with NeuEon

*Rogers & Gray maintains leadership position by adopting new technology and restructuring IT group*

Founded in 1906 and headquartered in Massachusetts, Rogers & Gray Insurance ranks in the top 100 independent insurance agencies in the United States. Recently, the agency was selected as the “Best of the Best” in the nation and the number 1 independent insurance agency in New England to work for.



While the company clearly holds a leading position in its industry, its information technology (IT) infrastructure was falling further behind. “Because of our rapid growth we had not made the investments in information technology and did not have the right structure in place,” says Michael C. Robinson, Chairman of the Board, Rogers & Gray. Much of the insurance agency’s computer hardware and software had reached end-of-life and a major update was needed.

At a crossroads, Rogers & Gray examined the possibility of hiring a new IT manager and supporting personnel, but quickly realized this would be cost prohibitive. The company also considered retaining a Managed Services Provider (MSP). Unsure how best to move forward, the insurance agency began searching for a firm who could objectively evaluate its situation and provide strategic guidance, a smart decision given the level of investment needed and the realization that missteps could make things worse. After looking at a number of consulting firms, Rogers & Gray selected NeuEon and its Fractional CIO™ service to objectively evaluate people, processes and technologies, highlight gaps and provide recommendations for improvement across the business.

“Initially, we brought in NeuEon to look under the hood, evaluate our infrastructure and our vendor partners,” says Robinson. “What’s intriguing about the Fractional CIO™ model is that it’s not a full-time position that we are filling, but it is a vital position. We are able to ramp it up and down when necessary without the cost of hiring a full-time CIO.”

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— **MICHAEL C. ROBINSON**, Chairman of the Board  
Rogers & Gray



## CASE STUDY

NeuEon began with a strategic assessment to uncover pain points, measure organizational readiness and define the overall short and long term goals for Rogers & Gray. As part of the assessment, NeuEon consultants thoroughly evaluated the agency's current technology, isolating key areas of focus and mapped them to a framework based on industry and technology best practices to guide recommendations. NeuEon also provided a strategic technology plan.

With guidance from NeuEon, Rogers & Gray upgraded and streamlined hardware and software and restructured its IT group. "We had 40 servers in house and now we have two physical servers and half a rack in a data center and everything else is virtual," says Robinson. "We also replaced all of our internal hardware, so it was quite a project." In addition, IT staff roles were redefined and reduced from four full-time staff to one. An MSP was also retained so the insurance agency now has a blend of in-house and outsourced services providers.

As a result of retaining NeuEon and leveraging its Fractional CIO™ service, Rogers & Gray has been able to reduce its IT spend while at the same time make its IT budget far more predictable. User satisfaction has improved and Service Level Agreements (SLAs) are in place to ensure the quality of service remains high.

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NeuEon has been working with Rogers & Gray on an on-going basis for the last six years due to the value the firm has provided. NeuEon remains the trusted technology advisor to Rogers & Gray to this day and into the future.

*To learn more about NeuEon, please email [info@neueon.com](mailto:info@neueon.com) or visit [www.neueon.com](http://www.neueon.com).*



## About NeuEon

**NeuEon** is a boutique consulting firm dedicated to making our clients smarter about technology. Through our two core practices – Fractional CIO™ and Fractional CTO™ – our senior level consultants are able to lead and guide our clients through the quandary of aligning your business plan and goals to your technology strategy and objectives. Our consultants are made up of senior level business and technology leaders who have deep business and industry knowledge, unparalleled technology expertise and are rooted in methodology and process.