

TECHNOLOGY

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ENGINEERED SEALING SOLUTIONS

P. 9

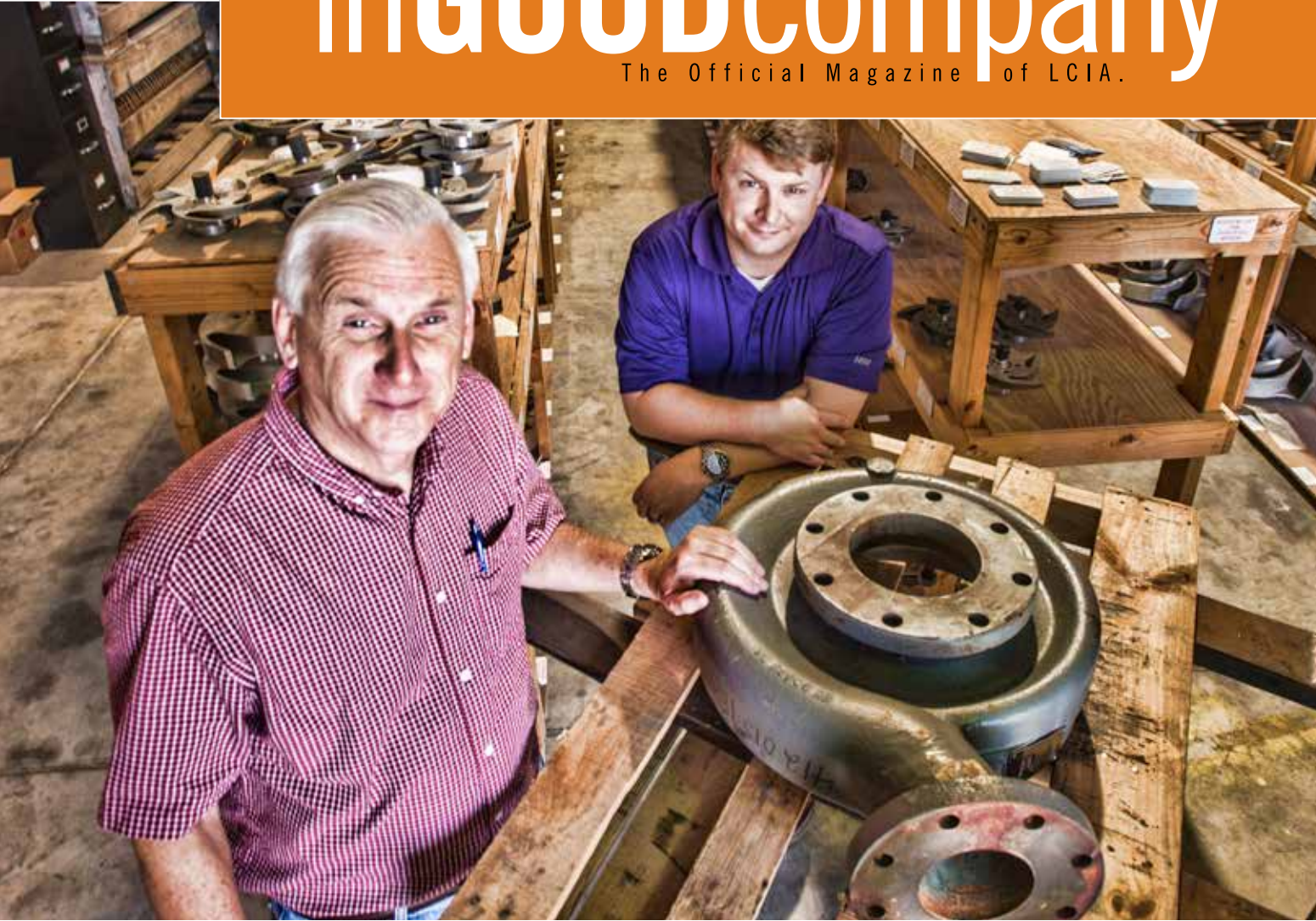
ANGELE APARTMENTS

P. 11



# inGOODcompany

The Official Magazine of LCIA.



THE MEMBER SERVICES ARM OF LCI WORKERS' COMP

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# Association News:

:: **Updates to Workshop Schedule** – To better serve more of you, LCIA has made some minor changes to our programming. LCIA strives to provide you with both business and industry education, so in an attempt to clarify and make the schedule easier, we are redefining our programming. Each event will now be labeled as one of the following: Business Basics, Safety Series, Workers' Comp, Lunch & Learn, or Networking Event.

On the second Wednesday of each month, we hold a Workers' Comp Webinar so you can learn more about your policy. We also host at least one Business Basics Webinar and one Workshop each month focusing on QuickBooks, communications, sales, marketing, and more. And don't forget about our Family Nights and Lunch & Learns. We hope this new way of classifying and scheduling events helps make our programs more accessible.

:: **Family Night at the Museum** – Get ready for another fun Family Night with LCIA! We're taking over the Children's Museum in New Orleans on November 2nd from 5:00 PM to 8:00 PM. We're looking forward to seeing everyone and their families!

:: **Healthcare Seminar** – On August 28th, LCIA hosted a seminar about the new ACA laws. The Louisiana Healthcare Education Coalition led the seminar and discussed the mandatory requirements for all individuals and businesses. For more information about the new healthcare laws, contact the LHEC at [info@lhec.net](mailto:info@lhec.net).

:: **Teaming up with Loss Control** – In addition to our business workshops, LCIA and LCI's Loss Control Department have been teaming up to bring you safety workshops and webinars, which are now part of LCIA's Safety Series. These safety workshops and webinars are intended to bring safety issues to the forefront of discussion and to foster a "safety first" attitude amongst our members. Most of these workshops and webinars are also designed to cover OSHA requirements for all of our members.

:: **Continuing a strong partnership with Stay Local! and Urban Conservancy** – LCIA is proud to partner with Urban Conservancy and its Stay Local! program. Through the Lunch & Learns, LCI, LCIA and Urban Conservancy are able to meet with and survey business owners around the New Orleans area, as well as provide an educational platform for the business community.

# LCIA Events:

## OCTOBER

### LCI MONTHLY WEBINAR: HOW TO FILE A WORKERS' COMP CLAIM

**WHEN:** OCTOBER 9  
10:30 AM - 11:15 AM

**WHERE:** ONLINE  
GOTOWEBINARS

### BUSINESS BASICS WORKSHOP: QUICKBOOKS FOR BEGINNERS

**WHEN:** OCTOBER 11  
9:00 AM - 3:00 PM

**WHERE:** METAIRIE  
HOLIDAY INN

### LUNCH & LEARN: MORE THAN JUST SPIN: PR TACTICS TO MAXIMIZE YOUR MARKETING BUDGET

**WHEN:** OCTOBER 25  
11:30 AM - 1:00 PM

**WHERE:** NEW ORLEANS  
VIDA'S BISTRO

## NOVEMBER

### FAMILY DAY: NIGHT AT THE MUSEUM

**WHEN:** NOVEMBER 2  
5:00 PM - 8:00 PM

**WHERE:** NEW ORLEANS  
LOUISIANA CHILDREN'S MUSEUM

### BUSINESS BASICS WEBINAR: EMPLOYEE VS. INDEPENDENT CONTRACTOR: HOW THE CLASSIFICATION AFFECTS YOUR PAYROLL

**WHEN:** NOVEMBER 6  
10:30 AM - 11:15 AM

**WHERE:** ONLINE  
GOTOWEBINARS

### LCI MONTHLY WEBINAR: WHAT YOU NEED TO DO FOR YOUR WORKERS' COMP WHEN YOU HIRE A NEW EMPLOYEE

**WHEN:** NOVEMBER 13  
10:30 AM - 11:15 AM

**WHERE:** ONLINE  
GOTOWEBINARS

### BUSINESS BASICS WORKSHOP: QUICKBOOKS ADVANCED

**WHEN:** NOVEMBER 20  
9:00 AM - 12:00 PM

**WHERE:** MANDEVILLE  
LCI/LCIA OFFICE

## DECEMBER

### LCI MONTHLY WEBINAR: UNDERSTANDING YOUR E-MOD AND CLASSIFICATION CODES

**WHEN:** DECEMBER 11  
10:30 AM - 11:15 AM

**WHERE:** ONLINE  
GOTOWEBINARS

### BUSINESS BASICS WEBINAR: MICROFINANCING: AN ALTERNATIVE OPTION TO TRADITIONAL FINANCING

**WHEN:** DECEMBER 18  
10:30 AM - 11:15 AM

**WHERE:** ONLINE  
GOTOWEBINARS

For more information and to register for these events, go to [www.lciassociation.com/events](http://www.lciassociation.com/events), or call Christina Buras at 985.612.6733.

# On the Issues:

## TECHNOLOGY

Technology is part of our lives. It makes our lives easier, and it can help you in running your business. Technology as an industry is also a growing part of our state's economy. We have called on business owners to share their favorite mobile apps, and we also have included articles about Cloud computing and Louisiana's Tech Industry.

### What is Cloud Computing?

Marshall Gochenour, Owner, Nola Techie



*Keeping up with changing technology can be daunting at times; as soon as you're acclimated to one thing, another inextricably comes along. "Cloud" computing, and "moving things to the Cloud" are written about and talked about a lot, but most people really don't know what they mean or how the Cloud can be beneficial to their businesses.*



**"Cloud computing and storage"** is a colloquial expression used to describe a variety of different things you once did on a computer (software, storage, databases, etc.) that can now be done through your web browser. Everything from Google documents, Flickr, iCloud, Yahoo email and Gmail are examples of Cloud computing. Traditionally you would use programs that reside on your computer, like Microsoft Outlook or Excel. You would also store or save your information on your computer or network. Now all of that can be simply accessed through the internet. Companies such as Amazon, Google, Microsoft, Salesforce.com, Dropbox and a whole host of others provide the applications, storage, and other IT needs to you.

Cloud computing has many advantages for small to mid-sized businesses, most of which are centered around cost, scalability, and disaster preparedness. Cloud services offered by large providers are targeted to retail and small businesses. What's more, the Cloud is...

**:: Affordable**

Before, a business had to spend thousands of dollars on equipment, infrastructure, and employees to maintain said equipment. Now, there are only fees for amount of usage, no initial investment for equipment, and users can access it from almost any web browser.

**:: Scalable**

If your needs for computing power or amount of storage increases or decreases, the flexibility of this model allows for scaling up or down painlessly. All of the work is done by the particular provider's data center. This also helps keep costs down by only paying for what you need.

**:: Always accessible.**

Keeping your applications and data in the Cloud keeps that information safe from disasters, both natural and man-made (like accidentally deleting your backups). The major Cloud providers have multiple redundant data center locations across the world to ensure both the safety of your data and the reliability of being able to access it from computers, phones, and tablets anytime, anywhere.

Benefits aside, security is always a big concern and question for any business owner. Cloud security can be as good as or better than traditional server and network setups because the Cloud provider can expend resources and efforts on security issues that customers couldn't afford to confront on their own. There are drawbacks as you lose a bit of control by letting another company store your data, and you leave yourself open to the possibility of your provider's security compromises.

The Cloud is transforming the ways we use technology and increasing the kinds of devices we can use to do it.

*Nola Techie conducts webinars and nonprofit technology consulting for Louisiana in partnership with LANO (Louisiana Association of Nonprofits). They also offer computer consulting services for the entire southern gulf coast region (Lafayette, LA to Mobile Bay, AL). For more information, visit their website at [NOLAtechie.com](http://NOLAtechie.com), email them at [nolatechie@gmail.com](mailto:nolatechie@gmail.com), or call 504.521.6920.*



# What Kind of Apps Do You Use for Your Small Business?

## Technology App Survey

It seems like everyone has a smart phone or tablet these days, and everyone is downloading apps for them. Playing games, uploading pictures, and listening to music are all common uses for mobile apps, but what about using apps for your business? We have compiled the following responses from folks in a variety of industries who all use apps for business.

Each has selected his or her most used or “go-to” app to share with you in hopes that you might be able to use it. And these are just some ideas. We encourage you to put technology to work for you and explore what other apps might be useful for your business.



Google maps

### SHERMAN BUNCH

COMPANY: [OneBunchHookUp](#)

POSITION: [Owner](#)

APP: [Google Maps](#)

TYPE OF APP: [Maps and Directions](#)

When I'm not around to give directions to my drivers, they know to use the next BEST thing. It gets you from A to B without running you to L, M, N, O first.



### BRYAN VIDRINE

COMPANY: [LCI Workers' Comp](#)

POSITION: [Loss Control Manager](#)

APP: [Safety Meeting Apps](#)

TYPE OF APP: [Safety Manager](#)

While it comes with a price tag (\$80/year), this app makes it easy to manage safety records, including meetings and accidents, all with automatic date/time stamps and digital signatures. This app can help you make your job site safer and saves you time.



### PAUL JOUET

COMPANY: [Tax Help Nola](#)

POSITION: [Owner](#)

APP: [QuickBooks Online](#)

TYPE OF APP: [Accounting](#)

QuickBooks Online for iPad is great for small businesses, especially Landscapers, Plumbers, Contractors, Pest Control, Electricians and many more. This app includes the ability to add and edit customers, invoices, payments, and expenses. Users can also view activity on accounts, such as recent activity, overdue customers and so forth.



#### **MATTHEW BERMAN**

COMPANY: **Ember Networks**

POSITION: **Founder, CEO**

APP: **Evernote**

TYPE OF APP: **Document Sharing**

My most useful mobile application is Evernote. It helps me keep track of documents, brainstorm, and important information across multiple devices. Our team uses shared folders to efficiently develop powerful digital marketing campaigns for our clients.

#### **MADHAV SAXENA**

COMPANY: **Namas Solutions**

POSITION: **Founder/President**

APP: **Base**

TYPE OF APP: **Customer Relationship Manager**

My CRM, Base, has a mobile app that is indispensable when it comes to keeping things organized and offers a lot of lagniappe features like logging calls to clients.

#### **DAVID NANCE**

COMPANY: **3P Auditing**

POSITION: **Managing Member**

APP: **TigerText Pro**

TYPE OF APP: **Secure/Private Texting**

To preserve client confidentiality and to ensure compliance with ever-changing state and federal privacy laws, we use TigerText Pro. It provides the convenience of texting with convenient Box.com integration, and both services are still the only two HIPAA compliant vendors among their strongest competitors.



## The Tech Industry in Louisiana

Julia Ballard, *Editor-In-Chief, Silicon Bayou News*



### A State of Rebirth: How Technology is Revitalizing Business in Louisiana

*New technologies, tax incentives, and entrepreneurs and business owners are paving the way for an improved state of technology in Louisiana.*

Nonprofits, economic development groups, incubators, and larger national companies who have relocated to Louisiana are all part of the booming tech industry. Additionally, individuals—including developers, creatives, marketers, innovators, supporters, designers and makers—all have a hand in shaping the state of technology in Louisiana.

Technology benefits companies of all sizes and in all industries and locations in Louisiana. Technology is everywhere. From the technology-specific meetups in New Orleans, to a tech incubator in Baton Rouge, to the festival in Lafayette that highlights innovation and creativity, businesses across the state are celebrating and reaping the benefits of technology. The largest city in Louisiana, New Orleans, leads the nation in startups-per-capita and was also ranked the top city for young entrepreneurs, which is in great part due to the available technology. From education and environment to food and music, entrepreneurs and tech enthusiasts are enhancing the state's business climate and using technology to do so.

"Technology enthusiasm throughout New Orleans is at an all time high," says Zach Kupperman, local entrepreneur and founder of Silicon Bayou News. "We have tech companies like Crescent Unmanned Systems that manufacture unmanned

aerial vehicles and startups like Dinner Lab, which hosts pop-up fine dining in unorthodox locations where the chef, menu, and venue change every time. What started as a single pop-up in New Orleans has now scaled nationally to Austin, Nashville, and New York City, which was all made possible by technology."

Businesses can use technology to accelerate, enrich and deepen the core of the company or take business to the next level through social media channels, high-tech applications, and more. Not only is technology an educational tool that helps entrepreneurs, startups and often non-technical businesses, technology can have a tremendous impact on the state's economy.

#### Tax Credits

The available tax credits in Louisiana help cultivate innovation, entrepreneurship, and the growth of existing small businesses. The state's 35% Digital Interactive Media and Software Development refundable tax credit—the strongest of its kind in the nation—is helping traditional and digital companies of all sizes gain a competitive edge. Last year, the state's economic development office reported that the estimated \$300 million that Louisiana spent in 2011 on tax incentives for businesses of all sizes has helped to create nearly 40,000 new jobs. Tax credits for the film industry in Louisiana are well known, resulting in the area being dubbed "Hollywood South." The lesser-known digital media tax credits have been making a significant impact in the past year as well. After years of updated tax

credits and support for new technologies and implementation into businesses, Louisiana has come out ahead, both economically and culturally, in many industries.

#### Louisiana on Top

Attracting and retaining entrepreneurs who want to improve Louisiana is key. The tech industry is not only generating revenue for the state, but acts as a magnet for talent and capital. Louisiana Economic Development reports that in 2012, Louisiana was ranked first for digital media performance, fourth for business climate, fourth in growth rate for women-owned businesses and second for tax competitiveness. Additionally, the state was ranked "most improved" for business climate, and Forbes listed Lafayette as best for job ranking.

In the last decade alone, the business climate, especially in New Orleans, has drastically changed. While the state is witnessing cultural and economic transformations, movers and shakers in the tech industry are working hard to create and develop a business environment in Louisiana in which all organizations thrive.





# Member Spotlight

Since our first issue of *In Good Company*, we have highlighted various LCI insured-businesses. While the magazine has evolved, this section has remained constant because we feel it is an important way of connecting the LCIA network. We want to introduce you to one another and show you the contributions your fellow LCIA members are making to their respective industries and their communities. Above all, we want you to know that with LCIA, you're... *In Good Company*.

*Engineered Sealing Solutions*



*Angele Apartments*





## Meet Roddy Berryhill

OWNER OF ENGINEERED SEALING SOLUTIONS

“At ESS, we have had some things go our way recently. Our location in Southwest Louisiana definitely helps us build relationships with the chemical industry, acquiring Gulf South Impellers was a big step for us, and our website has greatly expanded our reach. We believe the right combination of hard work, seizing the right opportunities, and good fortune have made us successful. “

Roddy Berryhill (right) is seen here with Chris Berryhill.

# Sealing Their Own Success

## About Engineered Sealing Solutions

Based outside of Lake Charles in Westlake, Engineered Sealing Solutions (ESS) is a reseller and supplier of parts and equipment used for pumps in the chemical industry. Celebrating their tenth anniversary earlier this year, ESS has offered these industrial parts to their customers since 2003. Roddy Berryhill founded the company with two business partners, but has since bought them out, one in 2004 and one in 2006. Marking a milestone in the company's history, ESS purchased Gulf South Impellers of Gonzales in 2012, which increased their assets, customers, and reach.

## About the Pumps

Engineered Sealing Solutions supplies all pieces and parts of pumps, all of which meet the standards of the American National Standards Institute and of the chemical industry. The pumps used in the chemical industry have 15 major parts that come in 25-30 different sizes. This means that there are many different parts used in the plants. Pumps and their parts can either be supplied



by Original Equipment Manufacturers (OEM) or After Market Manufacturers (AMM). The patents for the pumps expired in the 1990s, opening the market to AMMs. The growth of AMMs gave resellers like ESS the opportunity to compete with the OEMs.

## Identifying a Niche Market

Roddy Berryhill has spent years in the pump supply industry including time spent with large OEMs. These large OEMs tend to get contracts to supply large plants with their parts on a long-term basis. Roddy noticed that smaller plants were being ignored, and he also saw an opportunity to sell to these smaller companies. The quality of OEM and AMM parts are identical, so Engineered Sealing Solutions has made a 10-year habit of

supplying smaller plants with their pumps and parts.

## Managing the Flow

While ESS does supply smaller plants, they do not limit themselves to these customers. They have contracts with large plants in Southwest Louisiana as AMM suppliers. In instances where the OEM does not make a particular part anymore or cannot restock a certain part fast enough, the plant turns to ESS. In some cases, ESS stocks the warehouse at the plant and maintains an accurate inventory count on site. With trips back and forth, and the ability to make last-minute deliveries, their location is integral to their success.

Additionally, Engineered Sealing Solutions works with other resellers who may have a hard time finding a particular part. They also take orders on their website, including from international customers. Each of the three members of the ESS team makes sales, manages customer relationships, takes orders, counts inventory, packages parts for delivery, and even makes deliveries.

# Mr. Real Estate



## About Angele Apartments

Angele Apartments is an independent owner and operator of residential properties in Jefferson Parish. Angele owns a total of 25 properties, including 14 apartment buildings, for a total of 162 units. In the late 1960s, homebuilder Ted Kraft, the founder of Angele Apartments, developed much of the land on Lake Ave. in Metairie, including 12 of Angele's buildings. His son Michael Kraft took over the company after Hurricane Katrina and continues to run Angele today.

## "Bread and Butter" Apartments

Michael Kraft describes Angele's apartments as "bread and butter apartments for working people." He takes pride in offering his tenants a clean and safe place to live for an affordable price. He also uses words such as "economical" and "no frills" to describe his apartments, meaning that people aren't paying an added premium for features that they don't really need. But this does not mean that Kraft does not take care of his properties or his tenants. In fact, it's just the opposite: his staff promptly responds to repair requests, and he cleans and repaints every apartment before new tenants move in. Additionally, Angele performs background checks on all new tenants to ensure the safety of the other tenants.

## A Fine-Tuned Machine

There are a lot of moving parts at Angele Apartments. While Michael Kraft oversees all operations, he has four staff members,

including a full-time leasing manager and three full-time maintenance workers. With 162 units, responding to maintenance issues, preparing units for new tenants, and leasing to new tenants are everyday occurrences. Angele's maintenance team handles painting, flooring, and light electrical and plumbing. In addition to specific repairs, they also perform routine maintenance on the buildings: lawn-care and painting the building exteriors. With all of the moving parts, Angele Apartments functions like a machine. Kraft and his team all work together to make sure that the machine keeps running.

## Getting "The Machine" Back Up and Running

Angele's properties received significant damage during Hurricane Katrina in 2005. Michael Kraft was on the ground directly after the storm and performed a lot of the repair work himself. He worked to repair the 50 damaged units and to renovate the other units and buildings in the years following Katrina. In 2011, he completed the final storm-related renovations, and with those improvements done, Kraft was able to expand capacity and purchase another building in 2012. He is currently looking into acquiring another building, showing that Angele's business model makes for an efficient machine when it is running at full capacity.

## Building a Community

Michael Kraft is proud of the community he

has built in Angele Apartments. He hears of common issues that his colleagues in the rental business deal with—including damage to units and crime—but feels fortunate that he doesn't have these issues. He also feels strongly that by screening his tenants and by treating them with respect, he avoids some of these issues. He encourages a community atmosphere. While other rental companies bring in outside contractors to do repairs, Michael explained that by having his maintenance crew on staff, their presence helps build this community feeling.

*The hand-painted sign seen here is hanging on the wall in Angele's office. Michael Kraft's father, Ted Kraft, went by "Mr. Real Estate" in the 1970s.*





*Meet Michael Kraft*  
OWNER OF ANGELE APARTMENTS

“I hesitate to call myself an entrepreneur; my father was the real entrepreneur. I am happy to be able to carry on what he started. When you think of basic human needs, you have food, water, and shelter. I enjoy offering working people one of these basic needs, especially for an affordable price.”

Michael Kraft (left) is seen here with Leasing Manager Dave Myers.

MAKE 2,500 NEW FRIENDS  
AROUND OUR STATE



*LCI insures over 2,500 small businesses like yours.*

**WE INVITE YOU TO COME TO AN UPCOMING EDUCATIONAL OR NETWORKING EVENT  
TO FIND OUT HOW THE LCIA COMMUNITY CAN BENEFIT YOU.**



For a complete listing of events, please visit [www.lciassociation.com](http://www.lciassociation.com), follow us on twitter and facebook or call (985) 612-6733.

# UPDATES FROM LCI's PARTNER

# staylocal™

A PROJECT OF THE URBAN CONSERVANCY



## POLL GAUGES LOCAL SMALL BUSINESS TRENDS

Over the summer, we surveyed over 40 locally owned, independent New Orleans businesses to gauge the current state of the New Orleans independent business community. We've selected some key highlights covering technology, growth, and whether Louisiana-based companies are using other Louisiana-based companies for "big-ticket" purchases.

80% of respondents have a Facebook page for their business, 65% have a Twitter.

Retailers with online stores report that online sales comprise an average of 12% of total sales.

62% of respondents report revenue growth compared to the previous year, with 21% reporting no change in revenue and 18% reporting a decline.

33% of respondents use a Louisiana-based company for Workers' Comp.

23% of respondents use a Louisiana-based bank for their banking.

97% of respondents are optimistic about the present business climate in New Orleans.

Complete results will be compiled in our 2013 New Orleans Independent Business Trends Report, due out in October, which will be available to view and download on our website, [www.staylocal.org](http://www.staylocal.org).

## STAY LOCAL! UNVEILS NEW LOCAL BUSINESS SEARCH



Search thousands of locally owned independent businesses on our new and improved local business directory search at [www.staylocal.org](http://www.staylocal.org). All locally owned, independent New Orleans area businesses can get their own listing and learn about membership by going to our website.



Small Business Saturday is November 30th. Small Business Saturday, the Saturday after Thanksgiving, is a day to rally people nationwide to get out and shop at local businesses. StayLocal is your source in New Orleans for getting involved. Join our network at [staylocal.org](http://staylocal.org).

Join LCIA for a Night at the Museum

# LCIA's FAMILY NIGHT

at the **LA** CHILDREN'S  
MUSEUM



420 Julia Street, New Orleans, LA 70130  
Saturday, November 2, 2013, 5:00 PM

Ready or not, here we come...to the Louisiana Children's Museum in New Orleans for LCIA's Family Night. We'll have the run of the museum for the evening, so kids of all ages can play with giant bubbles, make groceries in Little Winn Dixie, and strike a pose on the shadow wall! We'll have plenty of food, so come hungry for good eats and good company.

LCIA's private party will begin at 5:00 PM, and we'll run and play until 8:00 PM.

To register, visit [lciassociation.com/events](http://lciassociation.com/events), or call Christina Buras at 985.612.6733. As always, admission is free, but tickets are limited. Please register early.

Maximum guests per company: 6







*Whatever your plans this weekend, we're ready to join you.*

Working with more than 2500 Louisiana businesses across 63 parishes, all of us at LCI Workers' Comp truly appreciate unwinding after a long workweek. For more than 20 years, we've been working hard to help all kinds of local companies grow and prosper, providing local businesses with competitive rates, great service, and excellent coverage. So whether you're throwing a line or just roasting a few marshmallows, we're with you Louisiana.

lciwc.com :: 985-612-1230

**LCI**   
WORKERS' COMP

# LCI Workers' Comp Corner

## NEW HIRE



### AMANDA O'SHAUGHNESSEY

LCI welcomed Amanda O'Shaughnessey as its new Loss Control Coordinator. Amanda schedules loss control visits and assists LCI policyholders in addressing safety concerns.

## NEW HIRE



### NATALIE FAUST

Natalie Faust joined LCI as a Customer Service Representative. Natalie is the first person you see as you enter LCI's Mandeville office and the first point of contact when you call us.

## NEW POSITION



### MONICA BROWN

Monica Brown joined the Claims Department. In her new role, she processes medical bills and inputs new claims.

## The Young Insurance Professionals Bowl-a-Thon

The Young Insurance Professionals of Louisiana held their 9th Annual Charity Bowl-a-Thon on Friday, August 23rd at Rock 'N' Bowl in New Orleans, LA. The YIPs raised \$1,500 for their charity, The Excleration Foundation! LCI was the premier sponsor for the event and participated in the festivities.



Members of LCI's staff seen here are Michelle Brennan (second from left), Amanda O'Shaughnessey (third from right), Lacey Clawson (second from right), and Christina Buras (right).



## LCI Employee Spotlight: *One on One with Kathleen Griffin*

**POSITION:** Comptroller

**HOMETOWN:** Anchorage, AK

Over 15 years' experience with workers' compensation funds

**Q. Since this is our technology issue, how do you see the use of technology in the workplace? How does it make life easier? What are some challenges?**

**A.** The systems we use at LCI enable us to work more efficiently, so we can handle more business than we could with manual systems. Computer systems improve accuracy—computers don't make mathematical mistakes. LCI is now a paperless office, which would have been impossible without a system that stores and indexes documents.

LCI continues to explore technology that will improve communication with our Members, Agents, Employees and Vendors.

I have seen amazing technological development in the past 30 years, and I expect there will continue to be greater improvements in the future. The challenge is to keep up!

**Q. How has LCI adopted different forms of technology? How have they made LCI stronger?**

**A.** LCI now has a Member Portal and an Agent Portal. These portals were

developed at the request of Members and Agents who wanted to have real-time information available to them any time they needed it. The development of these portals was costly and time consuming, but we persevered because we were committed to making this information available to our Members and Agents.

**Q. How can LCI Policyholders and Agents use their respective Portals to their benefit?**

**A.** In addition to the documents that are available on the portals, there is also the ability to make payments with credit/debit cards or checks.

Members can learn about upcoming events and trainings that are being sponsored by LCIA.

**Q. Shifting gears, how does LCI's Finance Department persistently service policyholders and partnering agents?**

**A.** We are always striving for better communication with Members and Agents. We use lots of modes of communication: mail, phone calls, faxes, e-mails, portals, and social networks,

but realize that sometimes you just want to be able to speak to an LCI staff member. We try our best to answer all calls and help resolve issues in a friendly and professional manner.

**Q. How do you like to spend your free time outside the office?**

**A.** I spend time with my family—preferably at a beach. When we complete one adventure, we start planning the next. Half of the fun is the anticipation. Our family motto is “What's the plan?”

**Q. What is your greatest accomplishment?**

**A.** Married for 38 years, 4 children, 7 grandchildren—and next year I will be a great-grandma!



## Save Time and Money by Using LCI's Member Portal

Did you know you can use LCI's Member Portal to pay your workers' comp bill online? What's more, this secure site allows you to access important LCI documents including your policy, as well as keep up with LCIA's latest news and events. You can access the portal at [members.lciwc.com](http://members.lciwc.com). Call 985-612-1230 with any questions relating to the member portal.



*THE MEMBER SERVICES ARM OF LCI WORKERS' COMP*

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