

CASE STUDY

How RLI Insurance Achieves Greater Visibility with the 1E Platform



INTRODUCTION

RLI Insurance is a US-based specialty insurer that serves niche property, casualty, and surety markets. They first became a 1E customer in 2023, with a goal to improve visibility into endpoints and the end-user digital experience.

Learn how 1E helps RLI Insurance improve the digital employee experience (DEX), observe and validate Microsoft patches, gather insights, and continue to adopt a proactive approach to planning.



The visibility that 1E has provided has been a life-changer for us.”

JEREMY ROBERTS

IT Manager for Technology Support, RLI Insurance

Challenge: Limited endpoint visibility

Limited endpoint visibility kept RLI Insurance from getting accurate experience scores and spotting digital issues. On top of that, employees hesitated to submit tickets or report problems. The result? DEX impacted by employees' silent suffering, a reactive approach to IT, and less productive workdays.

Solution: 1E Experience Analytics

With 1E Experience Analytics, RLI receives full visibility into each user's DEX by tracking stability, responsiveness, performance, and sentiment. This enables IT to adopt a more proactive approach to resolving problems that happen often, like crashes. It also helps improve device performance and digital experiences.



We didn't have to get a call – we detected it. With 1E's help, we can make the machine and employee experience better.”

JEREMY ROBERTS

IT Manager for Technology Support, RLI Insurance



Outcome: Proactive IT and improved DEX

IT doesn't need to wait for a ticket and employees don't have to suffer in silence. With detailed endpoint insights, IT can proactively prevent, identify, and fix issues, improving DEX for all.

Challenge: Devices overheating

The RLI team was receiving regular complaints about employee devices overheating, harming their ability to work. Laptop fans were always running, sapping battery life. This caused a decline in DEX and productivity.

“ This is something we would have been blind to and still guessing about without 1E.”

JEREMY ROBERTS
IT Manager for Technology Support, RLI Insurance

Solution: 1E Endpoint Troubleshooting

With 1E Endpoint Troubleshooting, the RLI team can create custom instructions to track device heat over time, identify the number affected, pinpoint root causes, and resolve issues. For example, changes made to basic input/output systems to save battery and extend the device lifecycle disrupt users in the high-performance power plan state. 1E Endpoint Troubleshooting ensures IT can see the percentage impacted, update them to a balanced power plan, and remove that digital friction.



Outcome: Happier and more productive employees

RLI uses 1E Endpoint Troubleshooting to retain improved control over devices through custom instructions. This not only removes the digital friction employees face with issues like overheating devices, but further empowers them to work more efficiently, productively, and happily.

Challenge: Observing data and validating patches

Monitoring and validating Microsoft patches is essential, but can be time-consuming, pulling IT's focus from other valuable initiatives.

RLI's priority was to ensure system security and adequate scores without interrupting employees.

Solution: 1E Patch Insights

1E Patch Insights helps IT observe data for their entire fleet and validate patches. This capability not only shows a clear picture of patching status, where organizations can patch using SCCM, WSUS, or Intune, but also scores patches based on priority levels. This makes the patching process simpler, more efficient, and gives IT a better understanding of a patch's impact.

“We can actually validate when patches make life improvements, and we would never have known otherwise.”

— **JEREMY ROBERTS**
IT Manager for Technology Support, RLI Insurance

“Per interaction, it was costing us about one hour to get to the information and remediate something before 1E. I would say we've cut out 1/2 an hour per interaction since implementation.”

— **JEREMY ROBERTS**
IT Manager for Technology Support, RLI Insurance

Outcome: Improved insights and informed decision-making

RLI can now clearly see the tangible impact of patches and validate their effectiveness with data. The time saved in patch management allows the IT team to address other tasks more efficiently. They can now gain insights into patch validation and can make data-driven decisions.

In just a short time, RLI has seen massive value from the 1E platform in terms of visibility, productivity, insights, improved DEX, and time saved.



What if each digital employee experience (DEX) was better than the last?

The 1E Platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Take a tour at [1E.com/take-a-tour](https://www.1E.com/take-a-tour).



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