

# **Talent Management Panel Discussion**

*PCI Technology Conference  
October 5, 2011*

## Illinois Casualty Company Overview

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- Founded in 1950
- Headquartered in Rock Island, IL
- \$35 million written premium
- Commercial Property Casualty
  - Restaurants and Taverns
  - Package Liquor Stores
  - Private Clubs and Banquet Facilities
  - Convenience Stores

# Illinois Casualty Company Overview

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- Lines of Business
  - Business Owners
  - Liquor Liability
  - Workers Compensation
  - Commercial Umbrella
- 10,500 policies in force
- Operate in 5 states
- 150 agents
- 85 associates
  - 6 IT professionals
    - Average 31 years old
    - 25 to 50 years old

# Illinois Casualty Company - Challenges

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- Challenges
  - Physical location issue
    - Very limited talent pool
    - Large local employers
  - University IT programs
  - Development Software
  - Costs of acquisition

# Talent Acquisition and Retention

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- Acquisition
  - Foreign Sources
    - NAFTA
      - TN Visa
    - Mexico
- Retention
  - Culture
    - High energy
    - Excellence
    - Project management
    - Team dynamic
  - Investment in new technologies

# Outsourcing

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- IT Outsourcing approach / philosophy
  - Very limited
  - Limited to programming on well developed, well documented architecture
  - Slowly moving commodity products offsite

# Measuring Success

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- How we measure effectiveness of HCM Strategies
  - Job satisfaction
  - Quality of output
  - Innovation
  - Retention