



Assurant's Corporate Technology Team AIMS for Efficiency and Wins Project of the Year

Assurant's Corporate Technology (ACT) team recently received the Information Technology Service Management Forum (itSMF) USA's 2013 Project of the Year Award. The national industry association dedicated to IT service management recognized the team for implementing and providing improved IT support processes for Assurant's businesses and employees via its virtual organization, Assurant Integrated Managed Support (AIMS). AIMS works to identify, prioritize and mobilize improvement opportunities to implement solutions aimed at improving IT support processes with the goal of ultimately benefiting their customers.

"We are honored to have a nationwide group of service management practitioners recognize our accomplishments," said Jeff Lewis, vice president of Service Operations for ACT and executive sponsor of AIMS. "This award reinforces that AIMS is implementing the right processes for us to better serve the Assurant businesses and, by extension, our customers."

Created in 2010, AIMS began with a small series of process improvement efforts in service management areas. Those initial process improvement efforts led to improved collaboration across Assurant and benefited ACT's organizational culture.

Fast forward three years and AIMS has grown into a virtual service management organization supporting development, deployment and IT support services for Assurant. This work also set the stage for increased collaboration, change, and most importantly, creating a culture of process improvement. Today, improvements are more intricate, complex and tend to target the relationships between processes, evidence of maturing service management improvement efforts.

The annual award is presented by itSMF to one practitioner or vendor-practitioner organization that demonstrably achieved or recognized significant results in the adoption of service management best practices.



Assurant's Corporate Technology Team was recognized with the itSMF USA's 2013 Project of the Year award for their efforts to improve and implement service management best practices across Assurant.