

By Matt Ottinger

PolicyStat

Software Company's Playbook Calls for Flexibility, Fun

Steve Ehrlich is no stranger to the software sector in Central Indiana. Successful stints at Software Artistry and Aprimo are on his resumé.

He takes great pride, however, in guiding the team at Carmel-based PolicyStat – a leader in health care policy and procedure management software. He's seen the company emerge from when he joined in 2007 to what is now a profitable, growing company that could reach 30 to 40 employees next year.

"If you think about the regulatory environment we live in now, especially in health care, everyone has a playbook they manage their business by – policies and procedures are primarily what make up that playbook," Ehrlich explains in describing the company mission.

"When someone comes to audit, or survey, what's going on, one of the first things they look at is the playbook," he continues. "What are your policies? Do you follow them? ... We help companies manage that playbook."

PolicyStat's software allows customers to store their documents and information on the web, so it can be accessed with any device. This helps keep policies organized and managed – and streamlines reviews. Customers find it also increases transparency for their associates.

Going forward, giving back

PolicyStat takes pride in helping its customers, but staff satisfaction remains a high priority as well.

"(Making the Best Places to Work in Indiana list) is a great thing because it's employee-driven," Ehrlich beams. "What's remarkable to me is we had 100% participation; everyone wanted to fill out the survey."

He contends that PolicyStat's appeal to its workers stems from one basic concept: the Golden Rule.

"We're not a huge company, but what we've always focused on is treating the people the way we'd want to be treated," he says. "We've tried to do things that we could afford that addressed what people would be looking for in an employer."

Encouraging well-being is a focus. A tour of the office reveals several team members, who choose to stand while working, with elevated desks. One office even features a desk connected to a treadmill.

"We're blessed to be in a (commercial) park with a fitness facility. We pay 50% of (employees') membership dues for the facility. We also have a mile-plus track around the park; it's one of the reasons we chose this

building," Ehrlich reveals.

Giving back is also a core value at PolicyStat. Employees receive separate paid time off days to volunteer, and the staff collectively volunteers – most notably at Timmy Global Health (an Indianapolis-based non-profit that helps bring health care to underserved populations across the world).

"Their mission is very in line with what we do," Ehrlich points out.

Additionally, the staff enjoys keeping a fun-loving atmosphere. Ehrlich notes one example of that this winter: a contest in which staffers tried to guess the exact day the largest snow mound in the parking lot would

melt. (He was rooting hard for March 21 – the first day of spring).

A healthy culture

PolicyStat provides the opportunity to convert vacation/sick/bereavement time into paid time off to give employees more flexibility, which is a running theme in the company.

"What I needed when getting back into the workforce after taking a hiatus to raise my kids was flexibility," explains implementation consultant Eileen Sailor, who's been with PolicyStat just over four years. "That was

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Mark Boxberger, vice president of client services, takes a stroll while working at his treadmill desk. Enhancing cohesion through group volunteering (for Indianapolis-based Timmy Global Health) is one way PolicyStat builds strong morale.



Staff picnics, quarterly gatherings, Christmas dinners and other activities help PolicyStat’s team bond and relax together in enjoyable environments.

every bit as important to me as earning a salary. . . . As a full-time employee, I can work from home or in the office. It just helps me with work-life balance.”

Sailor adds that PolicyStat features “a great balance between professionalism and fun.” She appreciates that management takes an active role in creating an enjoyable environment, pointing to staff picnics, Christmas dinners and quarterly gatherings to discuss the health of the company as strong benefits.

Michigan native and software engineer Kyle Gibson moved to Indiana to work for PolicyStat two years ago. He relishes the decision and freedom the job allows.

“I was able to work remotely for almost nine months after my son was born and help my wife take care of him,” he recalls.

“The atmosphere is wonderful,” he adds. “Everyone here is generally in a good mood; they know what they’re doing and it’s close knit. I’ve never worked at a place like this before and I love coming here. Even though I enjoyed helping out with my son, I missed it (being at work).”