

Document Solutions for Insurance

Wholesale Insurance Broker teams with MTS Software Solutions resulting in increased business and new policy sales

Summary

For over a decade, this coastal Insurance Group has serviced all retail insurance agents in the property and casualty market regardless of the agency or premium size. They average between 75 and 100 new business submissions per day, 100% of which come through email. To continue to grow and maximize new policy sales, this insurance broker turned to MTS Software Solutions.

Challenges

- Costly paper-based processes for paper and postage.
- Complicated submission of payments.
- Delayed commission statements and payments.

Why OnBase with MTS Software Solutions?

- Interact with OnBase content and Workflow processes through the familiar Outlook interface.
- Capture e-mails and attachments instantly when received.
- Import and index e-mails and attachments automatically.
- Contextually link e-mails to business process transactions.
- Access e-mails and attachments from OnBase from other locations with a user password.

Solutions provided by MTS Software Solutions

- OnBase integration for Microsoft Outlook (2007) initiates new business underwriting workflow.
- Intelligent new business reporting module provides an accurate prediction of policy sales trends.

ROI

- 40% increase in productivity leading to increased business
- 40% decrease in labor costs
- Profitability leaps by 15%

“The average submission takes our processors up to 60 steps to import. We needed a solution that would increase efficiency using our familiar Outlook interface. With the initiative provided by MTS Software Solutions we have streamlined our submission process, increased our productivity by 40% and writing 15% more business within 7 months of implementation.”

– Company spokesperson