



NORTH AMERICAN CASUALTY INSURER

CASE STUDY

A North American casualty company wanted to make the analysis of its pre-quote work more efficient to address its objectives, which were:

To streamline the work of its underwriters

To grow its book of business

To make the business more profitable

To address the client's strategic requirements, we assembled a joint team comprising company representatives and experts from Xceedance with deep insurance experience across casualty, healthcare, property, marine, workers' compensation, and other lines of business.



OUR APPROACH

We were charged with making the client's analytical processes as efficient as possible. Because our team had the knowledge to accurately compile losses and was familiar with the appropriate loss codes, we built macros and combined them with WFMS, a web-based tool, for work allocation and flow. In doing so, we reduced several hours of manual labor per day. We then created checklists in SQL to help analyze application data faster, saving 15 to 20 minutes per account.



SUCCESS METRICS

For the insurer to meaningfully assess the outcomes of the project, we applied these evaluative indicators to the project:



Free up time for the client to focus on critical decision making by automating standard processes and only escalating exceptions



Expedite rush opportunities by giving underwriters four to five hour overlaps with our analysts



Free up time for underwriters to focus on complex underwriting tasks by taking on most UT/UA requirements



Reduce cost of UT/UA operations

The effectiveness of our hands-on work for the client has resulted in an ongoing partnership to further strengthen and improve the business.

Mission accomplished.



VOICE OF THE CUSTOMER



This work product and its time-savings are extraordinary. Now I'm getting really excited to work on these accounts.

AVP - Underwriting, Global Commercial and Specialty Lines Carrier



Please [contact us](#) today to learn more about the ways in which we can help you achieve your success metrics. Time and opportunity are passing you by.



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