

Xceedance enables growth for insurance organisations

In one of a series of four interviews with *The Insurer* over the Monte Carlo *Rendez-Vous*, senior representatives from Xceedance and ChainThat sat down with this publication to discuss what both firms have been up to since the reinsurance industry gathered on the Côte d’Azur 12 months ago and what is on the horizon for them

In this Q&A, Travis MacMillian, chief business officer, focuses on the role of Xceedance as a strategic resource for insurance organisations.

How would you describe Xceedance to the global insurance industry?

Xceedance is a strategic consulting, managed services, and technology partner to the insurance industry. The company is essentially set up as an insurance company, but one that does not take risk or expose capital. We provide strategic operational support (SOS) for front, middle, and back office operations across every area of an insurance company, MGA, MGU, broker and reinsurer.

What do the Xceedance core competencies of “strategic operations support” and “adaptive target operating models mean for (re)insurers?

As a global consultancy and insurtech enabler, Xceedance drives strategic operations support (SOS) in alignment with our diverse clients. In addition, we leverage our adaptive target operating models – which allows clients to drive best-in-class processes to realise their strategic vision. From capacity management and top-line growth, to expense containment and process optimisation, our core competencies, supported by benchmarks, invigorate the transformational objectives of insurance organisations.

What is unique about the value proposition(s) of Xceedance for (re)insurers and do you incorporate MGAs in your client roster?

The unique Xceedance value proposition for (re)insurers includes MGAs (or program administrators), and brokers. Our teams understand the nuances of global insurance markets, because our experts think and act just like the experts at insurance provider firms. In fact, we support some of the top reinsurers and primary insurers in the market. From their perspective, our value proposition is comprehensive and includes exposure management, pre-underwriting, pricing support, data sciences, technology

enablement, and much more. Xceedance interacts in the insurance business environment just like (re)insurers do, with the same acumen and perspective to drive efficiencies in support of top and bottom line profit and growth.

How does Xceedance see the rising MGA and insurtech trend?

MGAs and MGUs are fast emerging in the market. They are leveraging technology and securing markets through reinsurers and fronting carriers. This allows MGAs to go to market quickly – especially if they incorporate the right technology platforms and partners. Another related trend is a push toward business backout by carriers to MGAs. By relying on agile MGA partners to comprehensively drive certain classes of business, carriers who may be hamstrung by legacy systems can leverage the efficiencies of an insurtech-driven market-engagement model to improve expense ratios.

Can Xceedance help in light of such trends?

Regardless of geography, MGAs have a common question for Xceedance: “Can you help us better utilise technology to improve our operations?” The answer is yes. For example, machine learning and natural language processing allow us to organize structured and unstructured data into standard and powerfully actionable formats in the underwriting process. Also, regardless of technology aptitude, both established and emerging MGAs have middle- and back-office operations to manage. A natural outgrowth of insurtech deployment is the right level of “insurservices,” or insurance-focused strategic operations support – SOS. Among the biggest advantages that Xceedance brings to the ever-changing insurance landscape is flexible commercial models. A reinsurer or carrier setting up in a new territory, or a start-up MGA, may be handcuffed with capitalisation. So, we’ll amend traditional fixed-cost models to variable cost structures. By changing the dynamic of how capital can be leveraged in a variable cost model, (re)insurers and MGAs can have better, quicker runways to operational efficiency and growth. That’s the essence of SOS from Xceedance.

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