xceedance

LIFECYCLE & OPERATIONS

On-Demand Expert Services for Agents and Brokers

Agents and brokers perform many vital administrative tasks through the policy lifecycle in support of their clients, and these responsibilities often occupy a large percentage of their capacity, leaving less time for high-value tasks that can grow their business.

This is especially true during heavy renewal periods, sometimes resulting in backlogs.

On-demand services for agents and brokers offered by Xceedance are here to help.

Agent and Broker Services from Xceedance

Xceedance on-demand services for agents and brokers utilize technology to streamline certain core administrative tasks, including certificate of insurance (COI) management, policy checking, and document management. The domain and technology experts at Xceedance partner with agents and brokers to optimize critical business workflows, allowing agents and brokers to scale their businesses by ensuring seamless communication with policyholders and insurance carriers as well as managing error-free data entry. Whether utilized throughout the year or during high activity renewal periods, when agents and brokers need an expert partner to drive capacity, they turn to Xceedance to help their team members focus on business innovation and strengthening critical business relationships. Based on each operation's needs, Xceedance on-demand offerings improve efficiency and increase capacity. Our delivery model includes agile pricing while reducing or eliminating error and omission (E&O) exposures. When combined with our short service activation timeline, agents and brokers can quickly leverage strategic support from Xceedance and scale their policy life cycle processing capacity

On-demand Services Include:

Certificate of Insurance (COI) Management

- Support team in the U.S. to manage via incoming calls, email, and or web requests
- Creation of COIs and management of COI operations, including extraction and communication of certificates from client partner's systems for new business and renewals
- Handle bulk high period renewal certificates jobs
- Manage auto ID card
- Review of endorsements and verification that they are attached to the insured's current policy
- Automation of the entire COI lifecycle, including business process management, RPA, cognitive automation and more

Policy Checking

- Policy checks throughout the process, including prior to customer receipt of policy or policy changes
- Retrieval and validation of policy documents
- Reporting and resolution of variances
- Assurance that policy limits, deductibles, and form language comply with the placement intent

Document Management and Triaging

- Categorization and organization of insurance documents based on priority and document type
- Indexing and labeling of important documents based on key fields
- Expedited proposal creation with pre-filled data fields extracted from form documents
- Validation of data, documents, and folder management
- Migration of policy and risk data between tools or applications

Other On-Demand Services

- On-line input and rating for small business (SME)
- Endorsement requests, including processing within carrier systems
- Update/request loss run ordering
- Accounting support and inquires

Xceedance on-demand policy check goes beyond that of others in this space. We have partnered with Chisel AI to utilize an **automated policy check solution** to standardize the comparison of policies, ensuring appropriate coverages are in place, terms and conditions are accurate, and the risk of errors and omissions is reduced. This solution builds in an industry-established level of efficacy, lowers policy review costs and turnaround times, and improves operational efficiency by automating manual processes. With it, agents and brokers can work faster, reduce costs, and deliver a better experience to customers while reducing their E&O exposure.

Benefits to Your Operations

Timeliness, Completeness, and Accuracy of the COI

With our team of licensed insurance experts managing your COI operations, including validation, production, and distribution, you will experience faster turnaround times, enhanced service levels, and improved accuracy in your COI delivery.

Superior Compliance

Our proven end-to-end certificate of insurance, policy checking, and document management services go beyond customer onboarding management and include infrastructure and end-user support services. Our services are ISO-certified and delivered securely to help you ensure internal and regulatory compliance.

Simplified Document Management

On-demand document management services from Xceedance offer quick retrieval, index-based archiving, and simplified triaging. With document management under control, your in-house team is able to focus on enhancing functional excellence and solidifying client relationships.

Effective Policy Issuance with Zero Errors

Our policy checking experts utilize a comprehensive policy document validation process to ensure the final coverage document is free of variances. You will receive timely notifications when inconsistencies are found to prompt corrective action, resulting in error-free policy documents for your customers while simultaneously reducing your E&O exposure.

The Xceedance Edge

On-Demand Delivery Model

We deliver high-quality services with competitive pricing, featuring short service activation timelines. We have the right mix of insurance domain experts, licensed agents, and technology professionals to help you scale business processes and achieve your organizational goals. The on-demand model, including real-time dashboards and performance monitoring, puts you in charge of capacity and expense management: buy exactly what you need when you need it.

Right-Shore Approach

With Xceedance delivery centers in the U.S., Poland, and India, our approach will find the right fit for your business need. Our highly scalable managed services and cutting-edge technologies are delivered to you from locations that provide the best combination of cost and efficiency.

Digital-First Operations

By making strategic investments in emerging technologies including robotic process automation, machine learning, artificial intelligence, natural language processing, and optical character recognition, we are well-positioned to help your business excel in a rapidly evolving era. Our digital-first approach puts you on the leading edge of insurtech.

Strategic Operations Support

We offer innovative resources and capabilities in process optimization, technology transformation, and digital enablement to help manage your operations strategically. Our unique approach to problem-solving comes from serving a wide range of insurance organizations across diverse regulatory jurisdictions and business environments worldwide.

Extensive Partner Ecosystem

Our collaboration with leading technology, billing services, payment solutions, and insurance distribution platform providers helps your company utilize a wide variety of resources to optimize operations, apply intelligent technologies, increase analytic capabilities, and boost profitability.

Learn how Xceedance can help your organization navigate complex market challenges, manage rapidly-evolving policyholder expectations, boost regulatory compliance, and kickstart enterprise transformation. Ready to find your way forward? Reach out to us at **contact@xceedance.com** to get started.