



TECHNOLOGY & DIGITAL

Xceedance MGA Agility Suite

Empowering the MGA of the future with a next generation technology platform, consulting and managed services across the insurance lifecycle



Keeping up with industry trends in the program administration space

Managing general agents (MGAs) or program administrators have long occupied a specialist niche, leveraging their underwriting expertise to underwrite risks using third-party capital. However, in the thick of a soft market where underwriting performance is being closely scrutinized, MGAs need to reinvent their operating model. The new-age MGA needs to exemplify operational excellence, digital adeptness, and cost-efficacy, delivering better value to carriers and building a competitive edge in a market witnessing the widespread proliferation of new MGA start-ups. To achieve that, MGAs need to forge strategic, technology-centric partnerships within the insurance ecosystem and work towards an agile, flexible, and future-ready target operating model. The Xceedance MGA Agility Suite addresses key business challenges faced by MGAs – rising operating expenditure, limited underwriting capability, performance pressures, and technology debt.

Holistic solution reinvigorates MGA operations and enhances underwriting capacity

The Xceedance MGA Agility Suite enables established and start-up program administrators, managing general agents (MGAs), and managing general underwriters (MGUs) worldwide to swiftly deploy a tailored, advisor-driven sales and service engine to capture profitable market segments — a key competitive differentiator in managing diverse insurance products, especially lower-margin classes of business.

Unlike hybrid solutions predominantly intended for primary insurers, the MGA Agility Suite provides software, lifecycle services, and regulatory compliance — created expressly for the distinctive operations of program administrators.

Proven technology delivers process excellence, superior visibility, and robust compliance

Through advanced software development and integration with a diverse set of technologies that support operational efficiency, the cloud-based MGA Agility Suite gives MGAs and their retail agents proficient automation for personalized, intermediated policyholder services. The MGA Agility Suite combines policy administration capabilities, an underwriting platform, distribution and communication tools, and the business intelligence (BI)/reporting functionality MGAs need to write more business efficiently and profitably. The MGA Agility Suite facilitates regulatory compliance and partnerships with organizations such as actuaries and third-party administrators (TPAs), and it enables robust integration with insurance data providers, payment gateways, general ledger applications, and document generation services.

A Comprehensive Solution to Accelerate Business Growth and Digital Transformation

MGA Policy System	Digital solution for MGAs/MGUs	Technology Advantage	Xceedance Services
<div>Customizable and modular PAS for new and existing MGAs/MGUs</div> <div><ul style="list-style-type: none">▶ Customer acquisition▶ Underwriting rules▶ Rating▶ Issuance▶ Endorsements▶ Renewals▶ Cancellations▶ Management</div>	<div>Digital solutions to augment MGA/MGU operations</div> <div><ul style="list-style-type: none">▶ Bolster existing PAS▶ Integrate third-party data▶ Smart automation▶ Process optimization▶ Advanced analytics▶ Capacity building</div>	<div>Technology and services for front-, middle-, and back-office support</div> <div><ul style="list-style-type: none">▶ Custom pricing model▶ GDPR-compliant▶ Cloud-based▶ Complete MIS capability▶ Bordereau reporting▶ Fast quote response</div>	<div>Strategic operations support across the insurance lifecycle</div> <div><ul style="list-style-type: none">▶ Insurance operations▶ Underwriting support▶ CAT modeling▶ Actuarial▶ Policy services▶ BI and reporting▶ Claims▶ Finance and accounting</div>

Delivering Results Across the Entire MGA

Bolster underwriting capacity

Analyze historical data around referrals and enable straight-through processing to free up underwriters' bandwidth. Automate repetitive, low-value activities to divert time and effort towards writing more business. Automatically issue policies using the platform's built-in document generation features and simplify business intelligence and reporting with its embedded management information system (MIS) capabilities.

Improve time to market

Launch new insurance products faster with highly-automated workflows and a streamlined policy life cycle, to take advantage of market trends and competitive considerations.

Adopt next-generation technologies

Implement an insurtech policy and pricing platform to enhance cross-selling and boost top-line growth. Augment and personalize the policy buying experience with proven digital solutions that encompass robust third-party data integration, smart transactional automation, and advanced analytics.

Reduce operating expenditure

Drive personnel cost savings by leveraging strategic operations support from Xceedance. Minimize total cost of ownership (TCO) with flexible, customizable pricing models based on specific business requirements — a distinct departure from traditional licensing-based models.


Proven Results

Xceedance achieved a successful implementation of the MGA Agility Suite for Archipelago Risk Services (Archipelago), helping the London-based MGA to boost underwriting efficiency, augment the policyholder experience, and achieve a very fast quote response time.


The MGA benefitted from a single platform for clients — via intermediaries — to purchase motor (auto), home, investment property, travel, and pet insurance quickly and efficiently. The implementation involved the integration of nine separate data sets, three third-party administrators (TPAs), two data receivers, and a direct debit specialist. Moreover, the solution is fully compliant with regulators, capacity providers, and prevailing business practices and legislation such as the European Union's GDPR data protection standards.

In implementing the bespoke platform hosted on Microsoft Azure, Archipelago leveraged operational expertise from five principal insurance capabilities at Xceedance: technology and core systems; actuarial services; insurance data sciences; catastrophe and exposure management, and BI and reporting.


Under 1 Policy, Archipelago can include:




5 Homes




20 Cars



20 Investment Properties



Pet insurance



Travel

With the Xceedance MGA Agility Suite as a backbone of technology and services, the entire Archipelago operation is administered by a compact team six today, ultimately growing to include twelve insurance professionals of whom just two are underwriters.



Voice of the Customer

"By typical industry standards, one insurance professional can manage approximately 1,000 individual risk policies annually. But with the Xceedance MGA Agility Suite, each Archipelago team member can manage 5,000 policies containing 25,000 individual risks per year."

– **Richard Coleman**

Manager Director, Archipelago Risk Services

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.