



MGA AGILITY SUITE

# London-based MGA launches a next-generation platform for selling and servicing personal lines coverages and package policies

Xceedance designs and delivers a bespoke policy and pricing platform to help the MGA enhance cross selling and boost top-line growth



## The Client

A London-based managing general agent (MGA)

## The Challenge

The client sought a single platform with which its clients — via intermediaries — could quickly purchase motor, home, investment property, travel, and pet insurance. The policy and pricing platform needed to include quote/bind capabilities and necessitated the development of a custom rating engine as well as the integration of nine separate data sets, three third-party administrators (TPAs), two data receivers, a direct debit specialist, and a document generation engine. The solution needed to be fully compliant with regulators, capacity providers, and prevailing business practices and legislation such as the European Union's GDPR data protection standards. The platform had to be cloud-based, providing a fast quote response time and allowing for straight-through processing of transactions. Finally, it needed to generate reports, including bordereau, to the capacity providers.

## Our Solution

The Xceedance development team worked closely with the MGA's leadership to gather business requirements, conduct workflow and design workshops, and construct a comprehensive platform and services blueprint.

Xceedance leveraged its **MGA Agility Suite** — an out-of-the-box combination of policy administration technology, services, and strategic operations support for MGA and MGU operations — to deliver a holistic, future-ready solution set for the requirements. Specific to this client, the system was hosted on Amazon Web Services (AWS) and featured expertise from five principal insurance capabilities of Xceedance: technology and core systems, actuarial services, insurance data sciences, catastrophe and exposure management, and business intelligence and reporting.

## Proven Results

The MGA Agility Suite boosts underwriting efficiency by analyzing historical data around referrals and deploys machine learning to enhance straight-through processing. The policy platform contains built-in management information system (MIS) capabilities to bolster business intelligence and reporting. All the required data sets — for property, travel, motor, payment, compliance, and reporting — were integrated with the platform, which also incorporates document generation capabilities to automatically issue policies.

## 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 of our team members can manage 5,000 policies containing 25,000 individual risks per year. Moreover, it's a significant advantage that the application allows us to manage five homes, 20 cars, 20 investment properties, plus travel, and pet insurance, under a single policy. Xceedance MGA Agility Suite empowers us with highly-automated workflows and a streamlined policy lifecycle, boosting organizational efficiency, enhancing policy buying experience, and lowering operating costs for us and our intermediary partners."

– Managing Director, MGA based in London



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