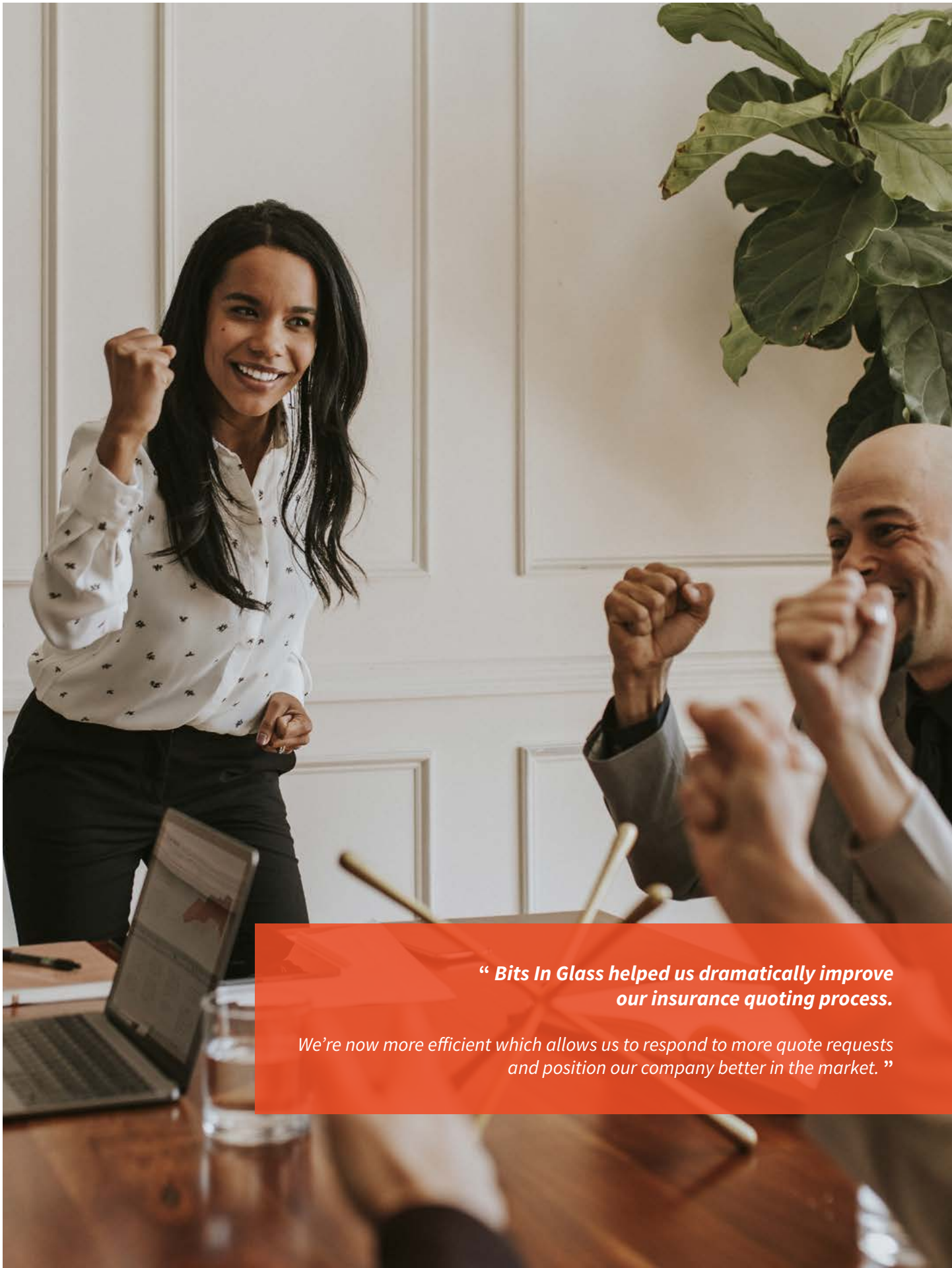**bïg Bits In Glass**
Unlock Your Potential

ACCELERATED INSURANCE QUOTING FROM 48 HOURS TO 10 MINS

about the client

A specialty insurance company, focussing on property and casualty insurance, writing personal lines, commercial lines, and programs for 30+ years.

The company markets and distributes commercial and personal products through a network of appointed wholesale brokers and general agents across several American states.

" *Bits In Glass helped us dramatically improve our insurance quoting process.*

We're now more efficient which allows us to respond to more quote requests and position our company better in the market. "

RESULTS

FROM 48 HOURS TO 10 MINS

TIME SAVED

The new automated general liability quoting process now takes **less than 10 minutes to complete,** compared to 48 hours, enabling the company to turn around quotes much faster.

40% OF QUOTING AUTOMATED

FASTER QUOTING

Nearly 40% of the general liability quoting process has been automated, with 65% of emails being handled, freeing up employees and eliminating the need to reallocate resources to meet quoting demands.

MORE QUOTES PER MONTH

COMPETITIVE EDGE

The company is now able to **produce more general liability policy quotes per month**, allowing them to be more competitive and position themselves better in the market.

SLOW, MANUAL QUOTING

The company receives approximately 8,000 requests for policy quotes every month. In the insurance industry, the response time for quote requests is extremely important.

The faster a company responds to a quote request, the higher the chance of winning the business.

When the company would receive a request for a policy quote from a broker via a standardized email, their system would forward the email to an employee's inbox where they would manually work through evaluating the request. They'd compile a quote and pass it off to an underwriter who reviews the quote and sends it back to the broker.

This process usually took approximately 48 hours to complete.

Due to the volume and amount of manual intervention required, employees were unable to process all the quote requests they received every month, only responding to roughly 50-60% of them.

General liability coverage makes up approximately 20-30% of its business, and the company was looking to streamline its quoting process to reduce manual intervention. This would also improve efficiency to be able to respond to more quote requests and turn them around much faster, helping secure more customers.

AUTOMATED QUOTING

The company chose MuleSoft as the systems integration platform of choice, and as a trusted MuleSoft partner, Bits In Glass was brought on to complete the implementation.

Our delivery team successfully automated the company's general liability quoting process using an API-led approach to integrate MuleSoft with various systems the company uses to produce an insurance policy quote.

Now, when a new general liability policy quote request comes in, MuleSoft puts the request through three steps:

1. Evaluate quote request

MuleSoft reads the email to check if it has the correct standardized information and attachments required to produce a quote.

If so, it moves onto the next step, and if not, MuleSoft automatically sends the original email to an employee's work queue to work through whatever is missing.

2. Determine client type

By taking the business contact information provided in the email, MuleSoft searches the company's policy system to determine if the business is a current or new client.

If it's an existing client, MuleSoft automatically sends the email to an employee's work queue to process, and if it's a new client, it moves the request on to the final step.

3. Produce a quote

At this final step in the process, MuleSoft takes all the information collected from the email and sends it to AppReader, an automated web service solution, which compiles all the information into an easily digestible XML quote file.

That file is then automatically uploaded to InsuranceNow, an all-in-one system hosted by Guidewire for managing insurance policies, which produces a final quote based on all the information provided.

Once the quote is created, MuleSoft puts it into an employee's work queue to review and finalize it.

AGILE DISCOVERY

Prior to this project, this type of integration automation had never been done before using MuleSoft. This meant there wasn't any pre-built structure or prior knowledge for our team to lean on.

We had to be extremely Agile and work through extensive discovery and create detailed documentation throughout the project to ensure everything was set up and running effectively and efficiently.

BUSINESS GROWTH

We designed everything with future use in mind, enabling the company to easily use the API-led approach to replicate this process for other policy types as well as add more functionality to grow the business.

For example, allowing people to submit online policy quote requests directly from the website by leveraging the same architecture we built for the general liability quoting process.
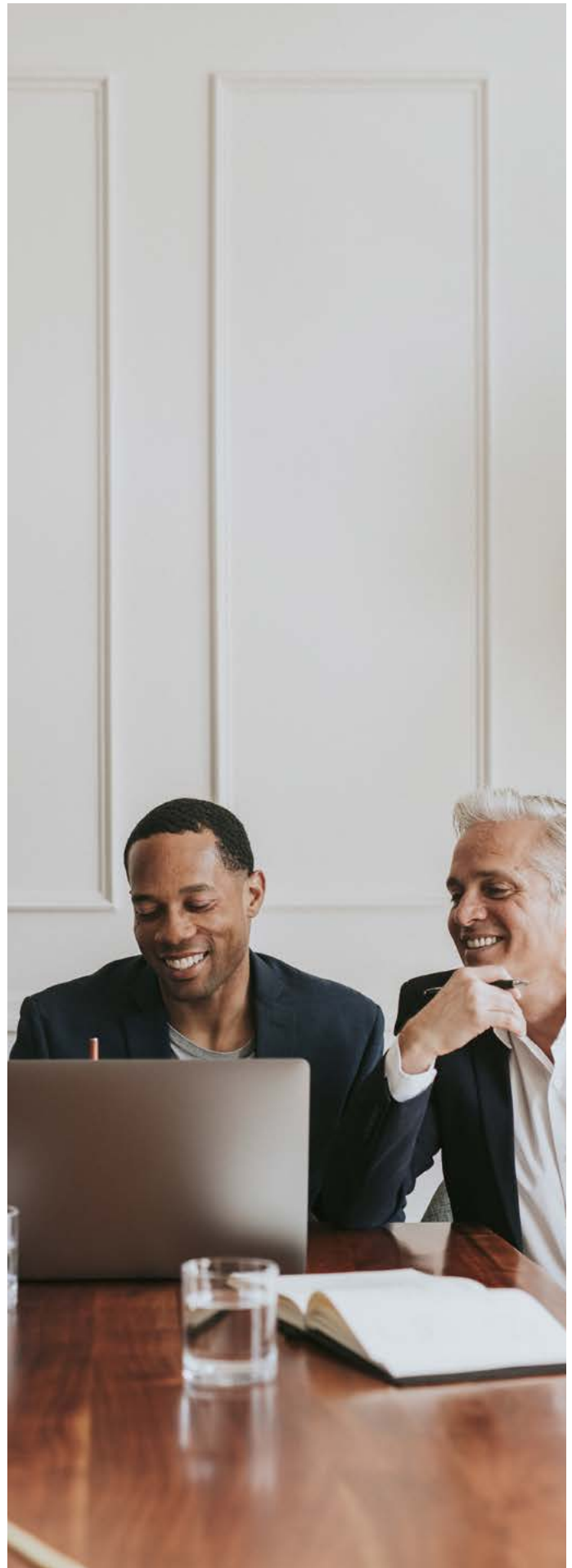
GET BIG ON YOUR TEAM!

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