

## *An integrated solution for Motorcycle Insurance*

### Industry

P & C Insurance

### Line of Business

Motorcycle Insurance

### The Client

Rider Insurance Agency

### The Challenge

Provide a new and superior system that will increase their operational efficiency five fold.

### The Solution

A fully Web enabled application, integrated with the Oracle backend, resulting in reduced process cycle timings, faster and more efficient customer service, and improved agent productivity.

### Key Benefit

Improved levels of agency and customer service through enhanced functionality of the new system.

## THE CLIENT

Rider Insurance Agency, located in Springfield, New Jersey, is the largest writer of motorcycle insurance in the state. The company primarily handles one line of business – the motorcycle business. They are a carrier as well as an agency (MGA). Founded in 1971, Rider Insurance Agency was formed to give the consumer a choice from the expensive, tough to get, insurance that was on the market at that time. With the industry experience of over 20 years, Rider's current premium volume stands at approximately \$17 million.

## THE BUSINESS CHALLENGE

Rider Insurance Agency had a system based on UNIX with database running on an IBM RS-6000 that needed to be enhanced to suit changing business needs. The existing system helped automate a good portion of Rider's business. However, the workflow and overhead associated with the application had reduced operational efficiencies by approximately 30%. They required a system that will increase their operational efficiencies by five fold.

The required system had to follow an open technology architecture that was robust, scalable, and capable of integrating with other third party systems that Rider utilized or may utilize in future. Additionally, the system should provide seamless integration and interfacing with the Internet for direct customer interaction.

A comprehensive analysis of Rider's existing system identified the following clear strategic challenges:

- Efficiency – Rider realized that efficient operations would be critical in order to remain competitive. Key areas of focus were automation of underwriting, complete tracking of claims, and real-time communication with their agents, credit rating services and other information providers.
- Robust Technology – They needed an integrated, stable infrastructure that could be easily maintained and enhanced.

Rider selected the Renaissance 3.0 from Systems Task Group International Ltd (STG). The Renaissance 3.0 was customized to meet the specific business needs of the New Jersey market, including the state regulatory and reporting requirements.

## THE SOLUTION

From its dedicated Offshore Development Center (ODC), STG designed and executed various enhancements to the existing Renaissance 3.0. Brief descriptions of some of the major enhancements carried out by STG are given below:

- STG developed a fully Web enabled application, integrated with the Oracle backend, which reduced process cycle timings, provided faster and more efficient customer service, and improved agent productivity. Using the application, Rider increased their operational efficiencies by 50%.
- A robust billing and endorsement-processing engine was developed to support direct and agency billing, in/out of sequence endorsement processing, commission processing, and tracking/refund processing.
- A powerful batch processing engine, supporting large volume of new business processing, cancellation/reinstatement notice generations, automatic renewal processing etc.
- Complete print processing engine to handle large volume of output forms such as: declaration pages, bills, notices and automatically generated letters with support for bar codes, OCR and OMR marks.
- User-friendly cash application module supported receipt and disbursement of cash, with the ability to interface with third party remittance processors.

The Web-enabled architecture of Renaissance 3.0 was the key to delivering on Rider's strategic requirements.

## BUSINESS BENEFITS DELIVERED

### Operational Efficiency

- With a complete Web enabled interface integrated with the Oracle backend, Renaissance 3.0 has helped Rider's increase their operational speed and efficiency. Renaissance 3.0 servers were more powerful than the original servers and provided greater capacity and performance within the same footprint.
- The well-designed software architecture of Renaissance 3.0 helped Rider to consistently support large volume of policies and claims with minimum need for ad-hoc, manual and labor intensive processes.

### Superior Customer Service

- A comprehensive customer service module including Web-access to policy information, resulted in better process handling and improved customer service.

### Scalability and Extensibility

- With modular design and open technology architecture, Renaissance 3.0 allowed a smooth integration of the third party systems utilized by Rider, also leaving room for new systems that Rider may utilize in future.
- Leveraging the power of Renaissance 3.0, Rider's were able to tap into newer distribution channels that were difficult to tap earlier due to its dependence on a technology solution that was not scalable and/or compatible with the Internet.



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