

i3 Software provides IT Support and Maintenance Services to a Property and Casualty Insurance Company in New England

Client Profile

Our client is New England's oldest mutual fire insurance company, chartered by the General Assembly of Rhode Island in 1800 in Providence. They provide personal and commercial insurance protection to more than 65,000 policyholders in New England, New York and New Jersey. Based in Warwick, RI, our client is committed in providing consistent, excellent service to the agents and policyholders with security they deserve.

Business Situation

Our client with 200 years of experience in Property and Casualty Insurance space had several homegrown and heterogeneous systems with proprietary data which was not aligned systematically. Retrieving the data and processing was time consuming task, thus they needed IT support and Maintenance service, which would solve all the issues and also reduce their turn over time.

Solution

After a detailed study of client's existing system and understanding their requirements, i3 software proposed a solution which could streamline their work outputs. i3 provided IT support and maintenance to them for handling any kind of alignments and solve all the

issues relating to systems. As a part of solution, i3 also provided the carrier with the following:

- Analyzing the issues and solving them on time.
- Resolving the errors during production
- Maintenance of their web portal and providing complete support by handling errors/issues
- Designing a system such that the entire database is consolidated and stored in one database table
- Providing new enhancements to CSC POINT system
- Implementing personal Auto, Home owners, Business owners policies for New Business, Renewals, Endorsements and Cancellation operations

Benefits Achieved

- With 24/7 Maintenance and support , time for every issue to be solved has been reduced upto 50%.
- Savings upto 15% acquired via workflow automation and improvements in business process management.
- Identification of replacement modules.
- Simplified data storage has saved IT and end user labor.
- Centralized protection based on smart-move and smart-store technology.

About *i3*

Established in 1997, *i3* Software is a global IT Services & Consulting company providing IT solutions, system integration, customized applications and enterprise management services. We are oriented toward small- and medium-scale Property & Casualty Insurance carriers and MGAs. With our global delivery framework and our certified workforce, we hope to help P&C carriers and MGA's streamline their day-to-day operations however we can, to help them focus on what matters: Creating customer satisfaction and the best product possible.



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