2011 RAVE Award Winner: Policy Administration Systems

Functionality Factors Into Ebix Award

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By STAFF WRITER

EBIX: EBIXADVANTAGE (2011)

Achieving customer satisfaction is not easy for companies, but Rob Copenhaver, vice president, P&C sales for Ebix, believes there are several factors contributing to his company's ability to achieve customer satisfaction and in the process earn the company a RAVE Award as a co-winner in the policy administration category for its EbixAdvantage product.

"[Customer satisfaction] requires a combination of robust functionality, state of the art technology, knowledgeable implementation and support staff, and the successful execution of a proven implementation process," he says. "Ebix has over 20 years experience providing success to our clients."

Ebix is a supplier of on-demand software and e-commerce services to the insurance industry. Its end-to-end solutions range from infrastructure exchanges, carrier systems, agency systems and BPO services to custom software development for all entities involved in the insurance industry.

EbixAdvantage is an insurance processing application for property/casualty carriers and MGAs/MGUs that include policy administration, claims managements, accounting and billing, commission, agent management, workflow, document management, CRM, and more.

Copenhaver explains Ebix relies on feedback it receives from its clients to help shape future system enhancements, as well as to help in the prioritization of those enhancements.

In addition, Ebix has business people monitoring technology changes, regulatory updates, and other functionality possibilities to help client improve their business and processes, according to Copenhaver.

Ebix doesn't stand still with its range of systems for agencies, brokers, and carriers, according to Copenhaver, as well as the Ebix Insurance Exchange to digitally pass information between all these entities.

"Our understanding of the requirements of each entity enables us to deliver superior systems not only for processing insurance business, but sharing it electronically across the insurance lifecycle," says Copenhaver. "This will further improve remote data access through portals and exchanges, distributed workloads across the insurance lifecycle, and business intelligence applications to help drive decision-making."

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