

Treaty Oak General Agency Launches DigitalEdge Policy To Support Rapid Growth



Project at a glimpse

- Company type: MGU for Alpine Transportation RRG and MGA for Canopius
- LOBs: Commercial Auto Liability, Physical Damage (PD), Motor Truck Cargo (MTC), General Liability (GL)
- Solution: DigitalEdge Policy covering Agent/Underwriter workbench, Policy Issuance and Servicing
- Integrations: Vertafore AIM and ImageRight, FMCSA, NHTSA vPic, IPFS, ePayPolicy, Dropbox Sign

Project Description

Treaty Oak General Agency specializes in commercial auto coverages for long haul and Sand & Gravel trucking and is the exclusive program administrator for Alpine Transportation Insurance Risk Retention Group. In 2022, the leadership sought a policy platform to speed submission and underwriting cycles in support of rapid submission growth - while maintaining current staffing levels. This also required seamless integration with their existing Vertafore AIM and ImageRight systems to minimize operational disruption.

Time to Implement

The complexity of this implementation is tied to minimizing agent input for 4 LOBs and streamlining internal underwriting processes. The Day 1 launch focused on new business creation and was completed within 6 months. Post-launch initiatives included a new Sand & Gravel program, cancellations, and endorsements, within 6 months.

How we rank this project

Complexity



Time to complete



Key Results:

- Utilizing the DigitalEdge Policy solution, Treaty Oak was able to accept a significant increase in submissions. In just 3 months on the platform, the team quoted 72% of the previous year's total volume with no increase in headcount.
- In the first 12 months, Treaty Oak saw a 600% increase in quote activity and a 230% increase in written premium.
- The team is delighted with the ease of use and streamlined processing delivered by the DigitalEdge Policy solution.
- With less time being spent on routine, time-consuming business processing, Treaty Oak can put more time and resources into driving state and product expansion efforts.

“During our first 12 months on DigitalEdge Policy, we saw a 600% increase in quote activity and a 230% increase in written premium. We credit this to the ease of use for our agents and the supportive underwriter workflows. We would not be where we are today if not for Cogitate.”



Geoffrey Crater
President,
Treaty Oak General Agency

Key Platform Features

- Master submission workflow to reduce agent input and streamline underwriting. A single submission initiates rating, underwriting, and quoting for 4 lines of business. Upon review of the submission, an underwriter determines which lines to offer before notifying the agent that the quote is ready. Each offered LOB is accepted or denied separately by the agent. Once bound each LOB generates a unique policy that can be managed separately throughout the policy life cycle (renewal, cancel, reinstatement, etc.).
- Cogitate rating engines for 4 LOBs - supporting Canopus and Alpine.
- Intuitive interface that required minimal training for smooth transition for internal and external users.
- BI analytics for platform data planned in the future.
- Assisted underwriting utilizing FMCSA and NHTSA vPic data.
- Payment options include premium financing and payment at bind.
- Streamlined acquisition of insured and agent signatures via an integrated e-sign process.