

Professional Liability MGA Leverages Data and Automation with DigitalEdge Policy & Claims



Project at a glimpse

- Company type: MGA
- LOBs: Professional Liability & Excess Liability
- Solution: DigitalEdge Policy and DigitalEdge Claims
- Integrations: sanctions.io, S&P CapIQ, customer's proprietary agency data, Snowflake, third-party general ledger accounting system

Company Description

This MGA launched into the professional lines market in 2021. The business accelerated very quickly utilizing manual processes, based primarily on Microsoft Excel and Access. The leadership team sought the technology to support their goals to leverage data and automation to manage the full policy and claims lifecycles.



How we rank this project

Project Complexity



Time to Go Live



Time to Implement

Cogitate launched policy and claims within 7 months, which included complex custom features within DigitalEdge Policy, a new LOB, and claims data migration. There were zero UAT defects across 10 sprints, all of which were delivered on time and of the highest quality. The platform launched with Excess Follow form with 20 products, 18 professional lines to follow including management, financial, cyber/tech E&O.

RESULTS:

- Submission intake down from 45 minutes to 3 minutes
- Automated sanction verification eliminated a 15-minute manual process from each submission
- Submission to quote (fully compliant, professional package) in 10 minutes
- Underwriting cycle time (from submission to issuance) on complex risks reduced from 6 hours to 30 minutes
- Automated bordereaux reporting fully replaced manual efforts
- Full integration of policy and claims speeds FNOL
- Claims notes give adjusters new visibility and continuous updating
- Workload tracking supports the management of growing adjuster staff

Key Platform Features

- Integration with SnowFlake, sanctions.io, S&P CapIQ, and customer's proprietary agency data, third-party general ledger accounting system
- For each submission, the underwriter has the ability to tailor the layer within the Excess Liability tower and specify all other layers within the stack
- Submission clearance rules with hard block for sanctions and internal competition
- Soft blocks for submissions by new producers while being on-boarded
- Role-based hierarchy for lifting sanction blocks
- Capability to create package policy
- Custom bordereaux reporting
- Ability to offer quotes through the platform that are manually generated on external systems
- Enhanced litigation module

