Automated customer comms sought by U.S. specialist insurer for service quality enhancement.

SmartCOMM™ answered the call.

Need to keep custom client docs in order

Nautilus Insurance Group distributes commercial insurance products through a network of around 140 managing general agents.

Brad Lontz, senior vice president and chief information officer, says: "We constantly manage risk and this means we often have to modify the forms our agents use. That was labor-intensive and difficult to manage." A locally-run Oracle-based system had been used to store and manage those forms, and the master templates from which they're derived.

SmartCOMM™: impressive functionality and ease-of-integration

Smart Communications was brought in to aid in the transition to an online environment. "We'd met with Smart Communications at a technology conference," recalls Brad. "It was a conversation that grew and grew."

Impressed by the functionality and ease-of-integration of the SmartCOMM™ hosted solution, Nautilus decided to use Smart Communications for two of its principal lines of business.

140-strong agent network supported

4-second pdf creation

1,500 forms derived from nine master templates

85 per cent drop in policy admin time

"With SmartCOMM we've got visibility of new business the moment it's placed."

Brad Lontz
Senior Vice President and Chief Information Officer Nautilus Insurance Group

Scale the Conversation™

SMART COMMUNICATIONS™

SmartCOMM™ smooths integration for a hybrid solution

SmartCOMM is available as cloud-based software-as-a-service or a hybrid solution to leverage existing investment. Nautilus opted for a hybrid approach. Customer information is collected and stored using an in-house, web-based data capture application, which integrates seamlessly with the SmartCOMM™ cloud.

"Implementation was really straightforward," says Brad. "It's a hosted solution so we had no software to deploy. After just a week of onsite training our team really got to grips with it." Using the SmartCOMM toolset, the Nautilus team created nine master templates and 1,500 derived forms.

"Rather than taking many minutes, agents can now create a pdf file in around four seconds," adds Brad. "That means the process of issuing a policy has reduced from 25 minutes to four."

Claims processing integration improves efficiency

Improved agency network efficiency is having a positive impact on business growth. Brad says: "Many of our agents used to run new business upload batches two-weekly, but with SmartCOMM we've got visibility of new business the moment it's placed."

Most recently, Nautilus turned its attention to improving the efficiency of its claims processing operation and decided on the Guidewire ClaimsCenter® claims management system. Guidewire is a business partner of Smart Communications which gave Nautilus the confidence the applications would work well together.

Brad Lontz sums up: "We've found that Smart Communications delivers on its promises and we've built a very strong business relationship. SmartCOMM does exactly what it's supposed to do and its stability and availability is second to none."

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> **Brad Lontz
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> Chief Information Office
> Nautilus Insurance Group**

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