



FOR IMMEDIATE RELEASE

Beacon Mutual Selects FirstBest Agent Portal for Competitive Advantage via True Real-Time Collaboration with Agents

BEDFORD, MA, May 3, 2010 – [FirstBest® Systems, Inc.](#), provider of [insurance software](#) solutions that help Property & Casualty insurance grow their business, better collaborate with agents and significantly improve Underwriting productivity, announced today that Beacon Mutual Insurance Company has selected [FirstBest Agent](#) to enhance ease of doing business with its independent agents through real-time collaboration and immediate production quotes. Beacon Mutual has purchased FirstBest’s agent portal to help expand its market, increase submission counts and enable greater ease of doing business for their agents.

“Beacon Mutual conducted exhaustive market research and in-depth reviews of agent portal solutions before selecting FirstBest to power our agent interactions,” said Robert DeOrsey, Beacon Mutual’s VP of Underwriting. “Not only did FirstBest offer proven technology, stellar references and an experienced high-caliber team, they also gave us confidence in their ability to meet timelines. These are all critical components for a successful vendor relationship.”

[Beacon Mutual Insurance Company](#) is a mutual insurance company chartered by the State of Rhode Island and is the state’s largest writer of workers' compensation insurance. Once fully implemented, the new agent portal will be an integral part of Beacon Mutual’s BEACONNECT site, providing upload, supplemental questions, STP (Straight Through Processing) quoting and real-time collaboration and visibility into the submission process for its 400 agents.

“Like other FirstBest customers, Beacon Mutual expects to grow market share with FirstBest’s agent portal technology. Additionally, we aim to provide our agents with the best web portal technology available in the marketplace, a key goal we have committed to our agents. With the FirstBest solution we will be able to provide greater ease of doing business and real-time collaboration as well as improve profitability in both soft and hard markets,” commented Mr. DeOrsey.

FirstBest Agent is an interactive Web 2.0 agent portal that allows agents to quickly and easily submit business, secure quotes and even bind. It is a complete point-of-sale portal for both new business and renewals, with dynamic supplemental data, shared documents, notes, instant alerts and mail notifications, and visibility into the submission process at any time, for carriers and their agents. Agents get real-time quoting based on carrier-defined business rules, increased quality and volume of new submissions, time savings with automatic application form read/upload and visibility into the book of business. FirstBest Agent is offered as a stand-alone solution, or as part of [FirstBest UMS™](#).

“Insurance companies like Beacon Mutual that provide agents with consistently high levels of service and with web 2.0 collaborative tools that improve productivity and quality will remain the carriers of choice,” commented Joe Pilkerton, COO and Founder of FirstBest. “Beacon Mutual is a pioneer in making the strategic move to adopt next-generation interactive agent technology. FirstBest Agent is easy to learn and use and will significantly improve the carrier’s ease of doing business, growth of existing markets, and ability to enter new markets.

About FirstBest

FirstBest® Systems, Inc. delivers insurance software solutions that help commercial-lines carriers write more business and write better business. Companies such as AMERISAFE, Inc., a specialty writer of workers' compensation insurance for hazardous industries, ICW Group Insurance Companies, a multi-line super regional insurance company, and Beacon Mutual Insurance Company, Rhode Island’s largest writer of workers’ compensation insurance are leveraging the FirstBest solutions to grow market share, improve service levels with agents, and improve underwriting efficiencies in tandem with quality. Our solutions include an Underwriting Workstation, Agent Portal and Agency Connectivity. Our flagship product, the FirstBest UMS™, combines a next-generation underwriting workstation with FirstBest Agent™, a Web 2.0 agent portal.

For more information, visit www.firstbest.com or call 1.888.863.6095.

Media Contact:

Meira Primes
FirstBest Systems, Inc.
781.863.6050
mprimes@firstbest.com

###

FirstBest is a registered trademark of FirstBest Systems, Inc. FirstBest UMS, Underwriting Management System, FirstBest Agent, and Agent-Carrier Connection are trademarks of FirstBest Systems, Inc. All other trademarks are property of their respective owners.