



Novarica Cool Capabilities for Insurers Report Highlights FirstBest Customer PacificComp's Use of the FirstBest Agent Upload Application

BEDFORD, MA, November 30, 2010 – [FirstBest® Systems, Inc.](#), provider of [insurance software solutions](#) that help commercial- and specialty-lines insurance carriers drive premium growth, scale their business and achieve high service levels with agents, today announced that research and advisory firm Novarica published a report featuring FirstBest customer Pacific Compensation Insurance Company ([PacificComp](#)). The report, titled “*Novarica Cool Capabilities, U.S. Insurers 2010 Q4*,” profiles PacificComp’s use and early results achieved with FirstBest AppReader, which the report cites as “[Agent Upload](#) Via Print to PDF.”

“Novarica’s quarterly Cool Capabilities series of reports highlight technology-enabled business capabilities that impress us with their simplicity and utility,” commented Novarica director and one of the report authors, Matthew Josefowicz. “The purpose of the report is to remind insurers not to neglect the easy wins while they spend most of their time focused on solving large strategic problems. PacificComp’s use of new agency connectivity technology is an easy win. By leveraging PDF, which any agency management system can print to already, as a transmission medium, this approach solves the straight-through-processing problem for application submission, without requiring the agents to change their behaviors or technologies.”

The FirstBest Application Form Reader (AppReader) is available as part of The FirstBest Front Office Suite, which brings together agents and underwriters in a collaborative underwriting process to rapidly quote and close business. The Suite’s three applications enable carriers and their distribution channels to increase efficiencies, grow their books of business and cast a wider net to bring in new business. Built on a modern architecture with common Web services, security, workflows, and integration toolkit, FirstBest’s modular and collaborative underwriting applications work together seamlessly, enabling rapid deployment in different configurations. The FirstBest Front Office Suite includes:

- **FirstBest Underwriting Management System (UMS)** – FirstBest’s flagship solution combines a next-generation underwriting workstation and a Web 2.0 agent portal for comprehensive underwriting workflow, knowledge management and real-time carrier-agency collaboration.
- **FirstBest Agent** – A complete transactional agent portal that facilitates new business and renewals and provides rich functionality for increased carrier-agency communication, including dynamic supplemental data, shared documents, notes, and email notifications.
- **FirstBest AppReader** – First released in September 2010, AppReader provides instant upload of application forms to carrier systems, regardless of agency management system. The software converts ACORD, PDF or proprietary application form images into ACORD XML that can be passed into the carrier’s portal, submission and policy systems. AppReader’s automated email receiver enables the carrier to process and quote emailed applications faster than competitors, increasing the likelihood of winning the business.

To download a free excerpt of the Novarica Cool Capabilities report, visit www.firstbest.com/novarica-cool-capabilities2010.htm.

For more information about the FirstBest Front Office Suite, register for the complimentary December 14th webinar at www.firstbest.com/new-front-office-webinar.htm.

About FirstBest

[FirstBest® Systems](#) delivers [insurance software solutions](#) that help commercial-and specialty-lines carriers drive premium growth, scale their business and achieve high service levels with agents. FirstBest's proven [Insurance Front Office Suite](#) includes modular [underwriting workstation](#), [agent portal](#) and [agency upload](#) applications. Insurance companies such as AMERISAFE, Inc., a specialty writer of workers' compensation insurance for hazardous industries, ICW Group Insurance Companies, a multi-line super regional insurer, and Beacon Mutual Insurance Company, Rhode Island's largest writer of workers' compensation insurance, rely on FirstBest solutions to improve underwriting efficiencies and quality, institutionalize knowledge and best practices and empower everyone in the process to quote, collaborate, issue, and bind business on a single real-time platform. FirstBest also hosts the [Agent-Carrier Connection](#), a collaborative underwriting forum and news portal. For more information, visit www.firstbest.com or call 1.888.863.6095.

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