



FirstBest Announces Support for Multi-Line Insurers

*Front Office Suite 4.0 to Provide Single View of the Customer Across the Enterprise,
Speed Decision Making and Improve Customer Service*

BEDFORD, MA, November 30, 2011 – [FirstBest® Systems, Inc.](#), provider of [insurance software](#) solutions for global insurance carriers, today announced upgrades to the FirstBest Front Office Suite’s underwriting workstation, agent portal and upload applications, which now enable [account-based underwriting](#) for multi-line insurers and mono-line insurers selling multiple policies for a single risk. For the first time, insurers can manage advanced underwriting processes across an insured account, providing a single enterprise-wide view of the insured and enabling multi-line quoting so that underwriters can make faster and better decisions and deliver superior customer service.

“For too long, large multi-line insurers have had to settle for underwriting and policy admin silos for each line of business. Silos hampered decision making and sometimes led to decisions that were good for a line of business but not necessarily for the company overall,” said Paul Cummings, VP of Engineering, FirstBest Systems, Inc. “The FirstBest Front Office Suite delivers industry-first silo-busting capabilities that give underwriting teams, managers and executives an integrated view of the insured across different policy systems. For world-class insurers like [XL Group plc](#), the Front Office Suite 4.0 provides a common underwriting system for the entire enterprise, connected with individual business units’ policy and back-end systems – enabling them to achieve their vision for consistent, efficient and profitable global underwriting.”

Underwriting Account Management

The Suite’s account management features provide a single current and historical view of the insured’s account across the enterprise, lines of business, and policy systems, enabling underwriters to more accurately analyze and price each risk. Underwriters can now leverage all available information about the account from across the enterprise, without having to hunt for it, order new reports, or rekey data. If the account data exists, they can see it. With a comprehensive view of the account, underwriters and managers can make the right decision for the enterprise, not just for a particular line of business. New features include:

- **Account home page provides unified view** – Underwriters can view the book of business by account; search for, and create, accounts.
- **Account summary reduces rekeying** – Insurers can manage general account information, such as insured name, locations, additional named insureds, contact information, and more.
- **Account clearance enables better decision-making** – Underwriters can consider the relationship of each submission to the overall business to optimize decision-making.
- **Shared underwriting worksheets, third-party reports and attachments ensure everyone has the right information** – Regardless of their line of business, the entire underwriting team can quickly access the same account reports without having to reorder reports or re-create underwriting worksheets unnecessarily.

Account Collaboration and Workflow

New account collaboration and workflow features enable insurers to coordinate all account activity and ensure quality across the business in real-time. Now, insurers can speed complex processes and increase agility through even greater underwriter collaboration and coordination across the enterprise. The Suite provides notifications so that underwriters and managers know immediately when an activity is overdue or has been completed – to ensure the fastest possible response. Features include:

- **Account collaboration leverages all available resources** – Enables underwriting team members to collaborate across lines of business, chat in context, share data and attachments, send alerts and notifications, and work together in real-time using a shared workspace.
- **Task-oriented workflow keeps the underwriting process moving** – Users can view outstanding tasks, execute and refer account tasks across lines of business.
- **Task management ensures timeliness** – Managers can assign, monitor and balance work in real-time.

Multi-line Quoting

Multi-line quoting capability helps insurers to deliver faster and better service to agents and brokers. With version 4.0, individual quotes for different lines can be combined into a single proposal.

- **Single proposal provides superior customer experience** – Instead of delivering separate quotes at different times, the insurer can provide a single, consistently-branded proposal document encompassing multiple quotes under a common cover letter that the agent can easily pass on to the insured.
- **Automated proposal generation shortens time to quote and reduces errors** – Underwriters across the enterprise can work on separate quotes and rapidly assemble them into a single proposal. Powerful tools enable the underwriting team to quickly draft a customized cover letter including a custom introduction, subjectivities, standard comments, and more.

Availability and Webinar

FirstBest Front Office Suite version 4.0 is available immediately. For more information, please join FirstBest for a complimentary webinar on December 7th. To register, email webinars@firstbest.com. Learn more at www.firstbest.com/multi-line.

FirstBest Systems, Inc.

[FirstBest® Systems](#) is the leading provider of [insurance software](#) solutions that help global insurance companies improve underwriting profitability, scale their business and achieve high service levels with agents across the enterprise. The proven [FirstBest Front Office Suite](#) includes modular underwriting workstation, agent portal and agency upload applications, with capabilities for [mobile](#) users. The scalable Suite has processed more than \$6 billion in quotes for companies such as XL Group plc, a global insurance and reinsurance company, ICW Group Insurance Companies, a multi-line super regional insurer, Pacific Compensation Insurance Company, a specialty workers compensation insurance writer, and Preferred Concepts, LLC., a national managing general underwriter. To learn more, call +1-781-863-6000.

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