

## FirstBest Announces Mobile Capabilities for Insurance Front Office Suite

*Offers Collaborative Underwriting on Connected Mobile Devices*

**BEDFORD, MA, September 13, 2011** – [FirstBest® Systems, Inc.](#), provider of insurance software solutions for specialty and commercial-lines insurance carriers, MGAs and MGUs, today announced new [mobile capabilities](#) for its Front Office Suite of applications for insurance. The native mobile functionality will address the underwriting and collaborative business challenges of an insurance workforce increasingly accustomed to mobile connectivity. Fully integrated with FirstBest’s underwriting workstation and agent portal applications, the new mobile features will enable carrier and agency traveling managers, field personnel, and road warriors to perform time-sensitive tasks remotely and securely, so that they can write more business in less time.

“This spring I began piloting the FirstBest mobile beta on my tablet. Whether I am at my kitchen counter or on a ferry to Catalina Island, I can now stay on top of referrals, which used to pile up until I was at my desk. This cool new application lets me see all the essential data: pending referrals, submission overviews and related forms, at any time, then make decisions or comment in real time to keep submissions progressing. FirstBest’s mobile capabilities have been key to speeding the quote process, and providing better service to my customers, and have contributed to winning the business,” commented Paul Zamora, SVP of Underwriting, Workers Comp, ICW Group.

Industry firsts, the new capabilities will empower rapid decision making from anywhere and at any time, with real-time secure data access and transactions, using the same system to support both mobile and desktop users. The features build on FirstBest’s record of innovation and deep underwriting expertise to help carriers and agents collaborate and speed front office processes by extending select functionality of the FirstBest Front Office Suite to mobile users. Underwriters, managers, executives, service functions such as loss control, field marketers, agencies, brokerages, and other stakeholders will benefit from the efficiencies and technological advantages provided by the new mobile capabilities, including:

- **Rapid Underwriting** – Streamlines processes with more efficient workflow optimized for mobile use, saving time for underwriters and agents. Enables remote review of key details, including application and rating forms, quotes, worksheets, and attachments. Lets managers clear or reject referrals, include notes and keep applications moving for fast response to agents. Real-time notifications let users respond or take action ASAP from their mobile device. Initial capabilities span:
  - Submission review and status checks
  - Referral review/approvals
    - Referral commenting
    - Attachments
- **Native Application Experience** – Developed with slimmer mobile interfaces and constrained mobile networks in mind. Serves up only needed data – by role, function, or letter of authority – for a fast and effective experience, despite today’s uneven mobile bandwidth.

- **Increased Efficiency** – Streamlines and speeds processes with more efficient workflow, saving time for underwriters and agents. Reduces rekeying, keeps more data within the system and lets underwriters seamlessly collaborate with agents via multiple communication channels.
- **Seamless User Experience** – Integrated with the FirstBest Front Office Suite and back-office systems to deliver a continuous user experience across desktops and mobile devices. Leverages FirstBest web services, which manage workflow and business rules, and access carrier systems, agency data, third-party data, and standard forms.
- **Secure Access and Data** – Native mobile (vs. web-based) application capabilities, with password-protected login, SSL encryption and data stored on the server, instead of the device.

“Novarica’s June 2011 report, [Paper, Phone, Email, Web, Mobile: Communication Channels in US Insurance](#), stated that close to a quarter of insurers plan to have significant mobile capabilities within 24 months. And, the growing business success of Apple and Android smartphones and tablets, such as the Apple iPad2, iPhone and Samsung Galaxy Tab, make mobile business connectivity essential,” said Paul Cummings, VP of Engineering, FirstBest Systems. “FirstBest continues to partner with carriers and agents to ensure that we develop and deliver best-of-breed underwriting innovations – including mobile. Our new mobile capabilities embrace this opportunity for commercial-lines insurers by delivering functionality that optimizes and grows their business, and helps recruit new generations of professionals.”

## Webinar

To learn more, please join FirstBest for a complimentary webinar on September 27 by registering at <http://www.firstbest.com/pr-mobile-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. The proven [FirstBest Front Office Suite](#) includes modular [agency upload](#), [agent portal](#), and [underwriting workstation](#) applications, with capabilities for [mobile](#) users. 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, Pacific Compensation Insurance Company, a specialty writer of workers' compensation insurance, and Preferred Concepts, LLC., a national managing general underwriter, all 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 from anywhere. For more information, call (888) 863-6095.

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