

## **Novarica Publishes FirstBest UMS Solution Review Emphasizing Depth and Value of Agent Portal and Underwriting Platform**

**BEDFORD, MA, June 29, 2010** – [FirstBest® Systems, Inc.](#), provider of [insurance software](#) solutions that help commercial-lines carriers drive premium growth, scale their business and achieve high service levels with agents, announced today that research and advisory firm Novarica has published a detailed review of FirstBest UMS™. The Q2 2010 Novarica Vendor Solution Review, titled *FirstBest Underwriting Management System*, provides insurers with in-depth analysis of FirstBest UMS, which combines a next-generation [underwriting workstation](#) with FirstBest Agent™, a Web 2.0 [agent portal](#).

“The FirstBest UMS is an extremely robust agent portal and underwriting platform. It provides strong collaboration capabilities while supporting all of the transactional functionality required in an agent portal. The comprehensive underwriting solution has helped clients increase new business while maintaining or reducing underwriting costs. UMS is an especially good fit for small to midsize commercial carriers that focus on mid markets or more complex lines,” wrote Martina Conlon, Principal, Novarica, in the review’s Summary Opinion. “The UMS is a sharp product from a smart technology company. It offers a great option to improve underwriting performance, increase agent satisfaction and reduce cost,” she added at the close of the review.

[Novarica](#) provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives and project teams. The complete 12-page FirstBest UMS review is available for free download at [www.firstbest.com/firstbest-novarica.htm](http://www.firstbest.com/firstbest-novarica.htm). Findings are based on vendor materials, demos, independent customer interviews, and Novarica principal insight. Review sections include: *Features and Functions, Lines of Business Supported, User Interface, Technology, Partnerships and Pre-Integrations, Implementation and Support, Client Reference Insight*, and more.

“FirstBest UMS is a transformational solution that is turn-key and also highly configurable. UMS helps carriers improve agent service levels and underwriting efficiency,” said Julian Pelenur, FirstBest Founder and CTO. “We are excited that Novarica has recognized the need for underwriting workstations and has authored an in-depth report on this compelling new solution segment.”

### **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 solutions include an [underwriting workstation](#), [agent portal](#) and [agency connectivity](#). 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 these solutions to improve underwriting efficiencies and quality, institutionalize knowledge and best practices and empower everyone in the process to quote, issue and bind business on a single real-time platform.

For more information, visit [www.firstbest.com](http://www.firstbest.com) or call 1.888.863.6095.

**Media Contact:**

Meira Primes

FirstBest Systems, Inc.

781.863.6050 or [mprimes@firstbest.com](mailto: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.*