



## ADVISORY

### **FirstBest and Novarica Present Insurance Webinar about Trends and Spends in Commercial- and Specialty-Lines Collaboration, Underwriting and Agency Portals**

**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 open registration for a timely Web seminar about “*Trends and Spends in Commercial- and Specialty-Lines Collaboration and Underwriting.*” The event is presented by FirstBest and research and advisory firm Novarica.

**WHO:**

The complimentary Webinar features:

- Chad Hersh, Principal, Novarica Insurance Team
- Meira Primes, Vice President, FirstBest Systems
- Ed Gray, Senior Director of Customer Solutions, FirstBest Systems

**WHAT:**

Insurers will learn about the latest research revealing trends in commercial-lines insurance, as well as:

- *Collaboration with the distribution channel* – The roles of collaboration and portals in writing business and driving revenue; what agents want in portals and how carriers are investing to meet those demands. Are the new portals a *nice-to-have* or *must-have*?
- *Web 2.0 technologies that transform the front office* - A first-hand look at how FirstBest rapidly brings agents and underwriters together in a collaborative underwriting process – so that agents are thrilled and carriers don’t miss a single submission.
- *Top business drivers and priorities for technology planning* – Balancing the needs for growth strategies, better customer service, operational effectiveness, and improved underwriting results.
- *Technology focus of leading insurers* – Where carriers are investing, and why: distribution channel service, business intelligence, policy admin system enhancement or replacement, and agent portal functionality.

**WHEN:**

Thursday, December 2, 2010 at 2:00 p.m. Eastern / 11:00 a.m. Pacific

**WHERE:**

Register today at [www.firstbest.com/novarica-cws.htm](http://www.firstbest.com/novarica-cws.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](#) for insurance 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](http://www.firstbest.com) or call 1.888.863.6095.

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