



## **ServiceLogix and FirstBest Announce Business Alliance to Improve Insurance Operational Efficiencies**

*Joint Partnership Will Stride to Develop Underwriting Advancements for Workers Compensation*

**Bedford, MA and Denver, CO – May 3, 2010 – [FirstBest® Systems, Inc.](#)**, provider of [insurance software](#) solutions that help Property & Casualty insurance grow their business, better collaborate with agents and significantly improve Underwriting productivity, today announced their new partnership with ServiceLogix. ServiceLogix's insurance custom applications combined with FirstBest's Underwriting Management System (a next-generation underwriting workstation combined with its agent portal) will provide more powerful web-centric solutions that front-end, back-end legacy systems, especially for Workers Comp carriers.

"The FirstBest partnership is a natural extension to our commitment to best-in-class insurance applications. With FirstBest's underwriting workstation and agency portal that provide carriers with best-practice functionality in tandem with flexible and configurable platforms, carriers will now have better capabilities to improve underwriting quality together with productivity", said James Thomson, president and CEO, ServiceLogix.

"Our partnership will also help us implement more robust solutions for workers compensation, a line of business that has become increasingly competitive and one that includes a FirstBest roster with the most innovative workers compensation carriers," concluded James Thomson.

"The ServiceLogix team has a reputation for timely and successful integration of a breadth of core workers compensation systems, such as policy administration suites", commented Tony Rosati, vice president of business development, FirstBest. "We are kicking off the relationship by partnering with ServiceLogix at [Beacon Mutual](#) (a mutual insurance company and Rhode Island's largest writer of workers' compensation insurance) where we will be integrating FirstBest Agent with Stone River's Power Suite for policy administration, on the back end."

The new agent portal will provide straight-through processing (STP), quoting, binding, and issue of Workers Compensation policies. As we move forward, the advancements in web-centric solutions, integration, installation and configuration will continue to help us improve underwriting efficiencies and gain a strategic advantage as the workers compensation industry becomes more competitive.

### **About ServiceLogix**

ServiceLogix builds and hosts custom, browser-delivered software for enterprise, B2B, and B2C applications. Founded in 2003, ServiceLogix brings to its clients the technology, expertise, process and infrastructure that make it a leader in developing custom, hosted and on-premises web applications. The company delivers browser-based enterprise applications within the insurance, medical, HR managed services, charitable, green, and construction industries.

## About FirstBest

[FirstBest® Systems, Inc.](#) delivers [insurance software](#) solutions that help commercial-lines carriers write more business and write better business. Companies such as AMERISAFE, Inc., a specialty writer of workers' compensation insurance for hazardous industries, ICW Group Insurance Companies, a multi-line super regional insurance company, and Beacon Mutual Insurance Company, Rhode Island's largest writer of workers' compensation insurance are leveraging the FirstBest solutions to grow market share, improve service levels with agents, and improve underwriting efficiencies in tandem with quality. Our solutions include an Underwriting Workstation, Agent Portal and Agency Connectivity. Our flagship product, the FirstBest UMS™, combines a next-generation [underwriting workstation](#) with FirstBest Agent™, a Web 2.0 agent portal.

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

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