

# USE CASE | MANAGING GENERAL AGENT INSURANCE EXPERIENCE CENTER

## RESOURCE PRO SERVICE CENTER SOLUTION LETS MGA FOCUS ON DRIVING GROWTH IN SPECIALTY PROGRAM

### CHALLENGE

The client was struggling to keep up with call volume in its specialty program service center, while high employee turnover was taxing the productivity of account managers and preventing them from focusing on growing their accounts. This client needed licensed specialists to handle requests on its specialty package policies, ranging from certificates and insurance cards, to adding or deleting vehicle and driver information, to including additional insureds and issuing loss runs.

### SOLUTION

ReSource Pro's Insurance Experience Center (IX Center) provided comprehensive, turnkey policy servicing that enabled the client to improve its responsiveness and dedicate staff to growth opportunities. Our licensed account specialists enabled the client to meet its service commitments and focus its internal teams on growth.

### IMPACT AND RESULTS

The MGA writes a large specialty program in 48 states for the automotive aftermarket, a sector with significant growth opportunity. Its package policies combine property, general liability and commercial automobile coverages. Before engaging ReSource Pro, the client had been using temporary workers to take policy requests and transfer those to account managers. Even though the client's 10 account managers on the specialty program were responsible for growing the book, they frequently had to spend time training temps and responding to service requests. By outsourcing its policy service center to ReSource Pro, the client:

- Deployed the skills and experience of three full-time, licensed account specialists
- Quickly and consistently fulfilled more than 200 service requests each week
- Saved account managers hours each week to focus on sales production

ReSource Pro's Insurance Experience Center (IX Center) made a difference for this client by delivering reliable policy servicing. Our services for this client included: answering calls and email requests, issuing and managing insurance certificates, issuing insurance ID cards, adding/updating/deleting policy information, and responding to loss run requests.

### CUSTOMER PROFILE

A large managing general agent with a specialty property/casualty program

### LOCATION

National

### BUSINESS NEED

Policy servicing support.

### SOLUTION

Insurance Experience Center

### THE IMPACT

- Fulfilled 200+ service requests per week
- Decreased turnover time and training
- Increased focus on sales production

### ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience.

### FOR MORE INFORMATION

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