

# Louisiana Workers' Compensation Corporation

*A Client Success Story*



The company was looking to create a competitive advantage with its producers by automating “high touch” renewal and endorsement transactions.

## Background

LWCC ([www.lwcc.com](http://www.lwcc.com)) is a private, mutual insurance company headquartered in Baton Rouge, LA. It is the state’s largest writer of workers’ compensation insurance, covering about 23,000 policyholders and 34 percent of the insured market in Louisiana. The company carries an “A” (Excellent) rating from A.M. Best and for the fourth year in a row, was named one of the top 50 property and casualty insurance companies in the nation by Ward Group, the leading authority on insurance industry benchmarking.

## The Challenge

Renewal and endorsement transactions are typically “high touch” processes that can be both time-consuming and costly for agents and underwriters. LWCC wanted to automate these processes so that LWCC staff could focus more on quality underwriting rather than on manually processing policy changes. In addition to increasing productivity, LWCC also wanted to significantly improve the agent-carrier interface related to endorsements and renewals.

## Agency Portal Opportunity

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LWCC’s primary goals in automating the renewal and endorsement process were to:

- Expand the AgencyPortal platform to give agents the ability to process renewals and endorsements in real time, significantly streamlining a cumbersome process.
- Provide underwriters with the ability to monitor and control the renewal and endorsement process with much less work effort.
- Enable the agents to print the entire policy from the AgencyPortal system
- Enable the agents to accept/decline/modify renewals through the AgencyPortal system
- Significantly reduce the amount of time in which policies – new and renewal – are quoted, issued and received by the agencies.
- Enable underwriters to provide better service and timely communication for quoting and binding of renewal business. More effective and efficient communication between agents and underwriters improves process accuracy and minimizes duplication of effort.



Over 80% of all business will be conducted via the web portal by the end of 2006.

- Use customizable business rules to determine which renewals can be processed automatically and which need underwriter involvement by expanding the business rules implemented during the first phase of the agent connectivity project, reducing development time, thus, allowing for quicker deployment of the application.

## The Solution

AgencyPort's existing knowledge of the LWCC business and process workflow provided a solid basis upon which to base this project. Working closely with the LWCC staff, AgencyPort created an application that would allow the company to:

- Provide electronic notification of a renewal to the agent 60 days in advance via LWCC's agent portal;
- Renew the policy or process an endorsement request automatically from the agent in real-time mode;
- Distribute PDF images of the policy or renewal quote to agents up to 60 days in advance of the renewal date.
- Present side-by-side PDF images of the existing policy and the highlighted, modified renewal or endorsement to allow underwriters to quickly evaluate changes;
- Allow agents to endorse current and renewal policies;
- Allow underwriters to proactively manage the renewal process by allowing them to distribute renewal quote letters in PDF form to agents for online evaluation and approval;
- Improve agent efficiency and underwriter responsiveness by allowing a secure on-line access to renewals and endorsements.

Expanding the agent connectivity project to include renewal and endorsement transactions required further integration with LWCC's policy administration system. LWCC was able to leverage some of the work that was previously completed in phase I of the project, reducing time and effort in coding. The internal IT staff was able to write the integration rules/code tying the portal to the PowerComp system.

## From Vendor To Partner

AgencyPort and LWCC took a partnership approach to the development of the renewal and endorsement module for AgencyPortal. To ensure a successful project, LWCC management championed the project and firmly committed to providing the necessary internal resources. "LWCC took an active role in the development of this application", says Geoff Ward, Lead Developer at AgencyPort. "Their internal staff took the lead on the integration with the policy administration system, while AgencyPort concentrated on the agent connectivity piece. Having them on board minimized the development time and helped to deploy the new system in on time and within budget."



“We love all  
your online  
products. LWCC  
is so far ahead  
of the pack.”

- Eustis Agency

## Going Forward

LWCC recognizes that to remain competitive they must continue to identify opportunities to improve their business processes. AgencyPort continues to be an important partner in that effort. The two companies are currently reviewing several projects that will allow the company to leverage the AgencyPortal platform to further streamline their workflows, and enhance the working relationship with their agents.

Barrie Parker, LWCC's CIO, states, "The partnership with AgencyPort has been a very exciting and rewarding experience. We have been able to develop and deploy automated solutions to our independent agents that greatly enhance the ease of doing business. I am very pleased with and proud of the LWCC/AgencyPort team's accomplishments in creating a "world-class" automated interface that provides a competitive advantage for LWCC in the marketplace."

### About AgencyPort

AgencyPort is the leading provider of web-based solutions designed specifically for property and casualty insurers. Our agency portal and interface products make it easy for agents to transact business, enhance the underwriting process and extend the life of a carrier's existing policy administration systems. The result is a maximum increase in process efficiency for both carriers and agents.

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