



13 October 2017

CASE STUDY

WESTERN PACIFIC INSURANCE

PAPUA NEW GUINEA

Up and Running in Four Hours!

BACKGROUND

Western Pacific Insurance is a start up insurance company in Papua New Guinea. It focuses on selling a range of fire and general products, primarily to small to medium businesses, but is obviously keen to be able to capitalise on any future opportunities as they arise.



For example, there has recently been consolidation in the Papua New Guinea insurance market, and this presented Western Pacific with the opportunity to expand and take advantage of new business.



The rapid growth in this area caused Dennis Reva, Western Pacific's CEO, to recognise the need to streamline and digitise the company's manual systems. The aim was to increase efficiency and provide better customer service, as well as giving the company improved access to usable data and reporting.

On investigation of the available options, Dennis found that many systems were simply unworkable for a small startup company. They were too expensive, the implementation times were too long, and the workload involved from the company perspective was too great.

SOLUTION

Dennis then contacted InsuredHQ and was given a demonstration of the InsuredHQ system. He liked what he saw. InsuredHQ was clearly going to be able to meet all of Western Pacific's requirements. That was especially as InsuredHQ includes, as core functionality, the ability to process online quoting, client and broker portals and phone apps. Dennis recognised that these features would give him an edge over competitors in the market, and help his business to grow.

Dennis accepted InsuredHQ's financial proposal. This was based on the "InsuredHQ Essentials" package but with the portals, online quoting and phone apps added on. These would allow Western Pacific to have cutting edge technology not being used by its competitors, and thus to achieve a very real competitive advantage.

IMPLEMENTATION

The InsuredHQ implementation team went to work on setting up the framework of the Western Pacific system, including creating documents and screens. This was all done remotely. In fact, the entire implementation could also have been done remotely, but Dennis had elected to have it done on site and to have direct staff training given at the same time.



Two members of the implementation team (one of whom was a trainee, so only one person was strictly needed) arrived at Western Pacific Insurance, Port Moresby at 9am on a Monday morning and flew straight into the onboarding exercise. By lunchtime on that day, the first policy had been processed. Within two days, InsuredHQ was fully operational for every policy class. By the end of the week, the portals were working and the online quoting facility and phone apps were in use; and staff training had been completed. Dennis said:



Dennis Reva, CEO
Western Pacific Insurance Ltd

“ *I have never seen such a fast implementation. Our underwriters and data processing staff love how simple the system is to use yet it covers all the bases.*

The system manages all policy and claims lifecycle, accounts, reporting even through to net income and premium retention management.

I'm looking forward to this partnership and many of the innovations that InsuredHQ has to offer.

”

MORE ABOUT INSUREDHQ ESSENTIALS

The InsuredHQ Essentials package provides exactly the same core functionality as the main InsuredHQ platform, but it keeps costs and implementation times down by utilising template screens and documents.

Designed specifically for those who do not need customisation, particularly at the smaller end of the market, it is available in both broker and insurer formats.

Want to see more? We would love to show you! Please book a free demo at <https://www.insuredhq.com/insurance-software-solution-demo>