



What Our Clients Say About InsuredHQ

www.insuredhq.com

Testimonials

"Segurous Muskus used a home grown policy management system with minimal functionality that was limiting capacity for growth. We wanted to replace it with a complete insurance software management solution that managed policies, claims, document production and accounts. Our search throughout the world was frustrating, with most systems being enterprise level, very expensive and lacking flexibility and functionality.

The solution offered by InsuredHQ Limited did though seem to meet all our requirements and we decided to go ahead with purchasing the InsuredHQ web-based system.

The next challenge was that we needed a solution implemented quickly, to be operational for the start of our financial year only four and a half months from the date the contract was signed.

The InsuredHQ team assured us they could make the deadline despite the implementation requiring the complete setup of our policy structure, automatic internal rating of all classes, complete migration of data including all clients, claims and policies, risk-based data including motor makes, models, registration and all other policy data.

Two of InsuredHQ's executives came to Curacao to assist in the go-live process. They worked tirelessly with our team and delivered only one business day late, this small delay being cause solely by our late need to change some of the requirements. A highly successful outcome!

InsuredHQ personnel continue to work with our team to refine the system in all departments and we look forward to our continued partnership with the company.

We highly recommend InsuredHQ and its team."

HARISH RAO
CHIEF EXECUTIVE OFFICER
New India Assurance Agency, Curacao



Testimonials

"If you are looking for a solution to your current software, this is the one to get. The user-friendly software of InsuredHQ, (which you can carry in your pocket), will save you time and money.

If you need to keep your finger on the pulse of your business, want to increase productivity, and save money, then look no further.

It's an absolute little gem!"

DIANE NELSON
MANAGING DIRECTOR
REAL Landlord Insurance, New Zealand

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"What we found refreshing is the InsuredHQ team designed nearly anything we needed from the setting up of simple templates to Management reports capturing analytical or accounting data to assist in planning for our future.

The future looks bright as we now venture into new products. Well done InsuredHQ and good luck."

ROGER GREEN
MANAGING DIRECTOR
United Risk Services, Solomon Islands

"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."

DENNIS REVA
CEO
Western Pacific Insurance Ltd



Case Study - Western Pacific Insurance

ABOUT WESTERN PACIFIC INSURANCE

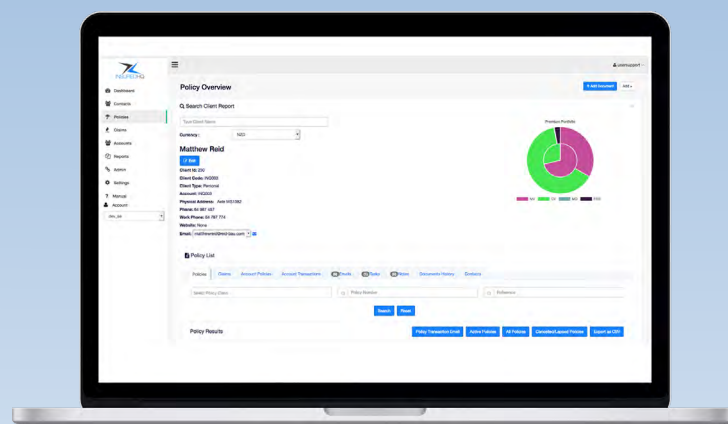
Western Pacific Insurance is a start-up insurance company in Papua New Guinea. It focuses on selling a range of fire and general products, primarily to small to medium businesses, but is obviously keen to be able to capitalise on any future opportunities as they arise. For example, there has recently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

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

THE GOAL

- Increase efficiency
- Provide improved customer service
- Improved access to usable data and reporting
- Online quoting
- Client and broker portals
- Phone apps
- Room for the company to grow



A background image showing a close-up of a man and a woman smiling and looking at a laptop screen. The man is wearing glasses and a light blue shirt, and the woman is wearing a dark top with a colorful patterned scarf.

Case Study - Western Pacific Insurance

THE CHALLENGE

The rapid growth for Western Pacific Insurance caused Dennis Reva, Western Pacific Insurance'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. 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 decided 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. 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.

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.

Case Study - REAL Landlord Insurance

ABOUT REAL LANDLORD INSURANCE

REAL Landlord Insurance is a specialist New Zealand insurance brokerage which offers its own policies and provides access for Landlords to one of the leading landlord insurance products in the market.

Diane Nelson, ANZIIF (Assoc) CIP, and property management expert bought the company and its key landlord policy in 2006, after first managing the company for 18 months. Diane has built on the high integrity and commitment to the property management industry initiated by original owner Terri Scheer, and with her great team ensures that all their clients' needs are met.

THE PROBLEM

Diane needed an insurtech software solution that was adjustable and would allow REAL Landlord Insurance to grow. The product she was using was outdated, was becoming unsupported, and lacked the features that would really help to streamline the business. Investigation of the options on the market led Diane to the conclusion that the market was filled with "overpriced products" which were "unfeasible for a small business".

THE GOAL

- Bulk client purchases together (ie. one client with multiple policies)
- Room to grow with the company - not limited to out-of-the-box capability
- Able to change search options
- Automation
- Affordable for a small business wanting to grow
- Ability to expand or shrink functionality (if needed)
- Bulk emailing
- A single system that would run the entire business, instead of having third party programs to run some functions
- Functionality and improvements
- All lines of business on one screen

Case Study - REAL Landlord Insurance

THE CHALLENGE

When asked about the rollout/implementation of InsuredHQ Core, Diane had plenty to say;

As we run a completely different kind of brokerage, being able to add functionality to the software, to match our business model, was the key.

Some functionality wasn't ready for us, but the team at InsuredHQ worked around the clock to get it going smoothly. There were a few bumps along the way, but we got there - particularly being able to import most of our data from our former software helped.

The InsuredHQ team were utterly amazing - even bringing their system architect to our New Zealand office to ensure that we ironed out some of the hiccups.

Diane's experience since the implementation of InsuredHQ Core has seen REAL Landlord Insurance save money and increase overall productivity.

Oh my goodness! Are you kidding? I can access this from ANYWHERE, and keep up to speed with where my business is at! We have streamlined processes, and I believe have replaced one team member because of the functionality.

One of the stand-out experiences for Diane was feeling like her suggestions were listened to and then implemented as improvements across the portal. In the future she hopes to keep building her business and to have all of her referral agents using the portal to increase the automation progress.

"If you are looking for a solution to your current software, this is the one to get. The user-friendly software of InsuredHQ, (which you can carry in your pocket), will save you time and money. If you need to keep your finger on the pulse of your business, want to increase productivity, and save money, then look no further. It's an absolute little gem."

- Diane Nelson

Case Study - United Risk Services

ABOUT UNITED RISK SERVICES

United Risk Services Ltd is a company of insurance brokers and risk consultants with more than 35 years of experience in the Solomon Islands and international insurance markets. They arrange a wide range of insurance covers for each of their client groups, including corporate, state owned enterprises, commercial, small to medium business enterprises, personal and domestic.

Their staff, coordinated by senior account executives assist in choosing the best and most economical risk to premium profile by product, function and industry. They develop and design solutions that work seamlessly with the client's business.

The risk consulting services assist when there is a need to find out where there are gaps in cover and exposure and where clients have a developed risk profile and seek to carry higher levels of each loss as part of their risk management policy.

THE PROBLEM

We spoke to Roger Green, Group Managing Director of United Risk Services about his experience working with InsuredHQ. He explained how they wanted to move away from their previous DOS-based system, saying that it was important to them that they upgraded to a "better and smarter system" with "flexibility, affordability and support".

THE GOAL

- Affordable
- Has plenty of support during and after implementation
- Flexible
- Smarter system
- Functionality and improvements
- Ability to capture analytical and accounting data for future planning
- Upgradable

Case Study - United Risk Services

THE CHALLENGE

Roger said that the implementation of InsuredHQ went “smoothly and with good support” and that the InsuredHQ team was both on-site and online with regular Skype contact throughout the process.

He said that productivity had greatly improved and accounting was far more efficient, with settlements each quarter (as opposed to annually). Roger was most impressed with the “ease of access and layout” of InsuredHQ and said:

“What we found refreshing is the InsuredHQ team designed nearly anything we needed from the setting up of simple templates to management reports, capturing analytical or accounting data to assist in planning for our future. The future looks bright as we now venture into new products. Well done InsuredHQ and good luck.”

- Roger Green



Is your company trapped by its investment in legacy systems?

Then let InsuredHQ move you into the new era of insurance sales and management, and give you the tools to really look after your clients or brokers.

With the pace of the insurtech advance, can you afford to be left behind?



Insurance Made Simple

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