

Alan Boswell Group - meeting strategic objectives

Improving operational efficiencies, extending web trading and automating affinity schemes

Alan Boswell Group, a valued customer of Open GI for more than 20 years, needed an innovative technology partner to help them automate their affinity schemes, extend their web trading capability and improve their overall operational efficiencies to increase profitability. Open GI introduced a number of new products and worked with Alan Boswell Group to help meet their strategic objectives.

The Client

Alan Boswell Group was founded in 1982 and is a leading regional commercial broker, best known for property and affinity schemes. Employing over 190 staff, Alan Boswell Group has seven offices, three in Norwich and one each in Attleborough, Bury St Edmunds, Ely and London.

The Challenge

With its wide range of property owners and affinity schemes, Alan Boswell Group wanted to automate its processes, improve overall

operational efficiency and extend their web trading capability.

One of the principle reasons for choosing Open GI as its technology partner was the number of new solutions available to brokers and the continual development work carried out on existing products to ensure up-to-the-minute, market-leading usability.

The Solution

Alan Boswell Group had already deployed a range of Open GI solutions but needed scheme automation with their website. By implementing this it would make it easier for their customers to access and manage their policies online and make payments in a secure environment.

Using Open GI's Scheme Toolkit, Alan Boswell Group were able to create and amend risk capture for their unique requirements. In addition, Alan Boswell Group were keen to streamline the production of commercial registers.

“The Open GI platform has already played an important part in the success of the business and will continue to do so. The Open GI system is no doubt one of the most powerful on the market today. Open GI's commitment to product development and the insurance industry as a whole, gave us the confidence to form a long-partnership”

*Richard Hartley, IT Manager
Alan Boswell Group*



To meet their strategic requirements, Alan Boswell Group has deployed the following Open GI solutions:

The Core Back-Office solution; complete office administration system for the entire broking process from managing quotations through to reconciliation of accounts and insurers.

Open-R; a commercial registers tool that enables brokers to create professional-looking register presentations using Microsoft Word templates. Policy and risk information can easily be stored against the client file within the system and can be simply extracted and collated into a single integrated commercial register.

Open Word; allows brokers to easily create documents using Microsoft Word.

Open Trader; complete solution for the electronic trading of Commercial Lines business. Web based and fully integrated with the Core Back-Office it simplifies

the quote to sale process for numerous product lines.

Open-i Quotations; Open GI's market leading comparative quote engines for motor, home, bike and commercial vehicle risks with full Back-Office integration.

The Benefits

- Customers can now access and manage their policies and make payments in a secure environment.
- Scheme automation was a priority and using Open GI's Scheme Toolkit, Alan Boswell Group are able to quickly and easily create and amend risk capture so that the user can easily navigate through the system. Whilst automatically applying more sophisticated rating factors.
- Processing efficiencies using Open GI has enabled Alan Boswell Group to continue to compete and deliver the best service to their clients. They have already seen a quantifiable and significant return on their

investment in terms of time and cost savings.

- The Open GI platform is fully integrated with other applications and helps Alan Boswell Group to manage the compliance process.

Delivering Results

Alan Boswell Group has already achieved rapid organic growth in recent years with the expectation to grow business by expanding its affinity schemes. By automating them with Open GI's Scheme Toolkit, Alan Boswell Group has been able to facilitate online self-service in real-time.



About Open GI

With over 30 years' expertise, Open GI develops integrated Front and Back-Office broker solutions and software specifically for commercial, personal, niche and composite lines. We understand the needs of brokers and have developed end-to-end software solutions to meet your needs from managing quotations and converting prospects to live clients, through to reconciliation of accounts with insurers.

For more information on Open GI's products and services please contact:

Sales Department on:
T 01905 857100
E respond@opengi.co.uk

Marketing Department
T 01905 754455
E marketing@opengi.co.uk

Open GI Limited
Buckholt Drive
Warndon
Worcester
WR4 9SR

T +44 (0) 1905 857100
F +44 (0) 1905 754441
E respond@opengi.co.uk
W www.opengi.co.uk