

Client Profile

The Adaptik client profiled here is a leading provider of P&C and specialty insurance for corporations and institutions across the United States and Canada.

Business Challenge

The carrier recognized a business need to penetrate the title insurance market. However, it was not capable of developing and deploying a custom policy administration solution in time to meet the market opportunity. Thus, the carrier initiated a search for a highly configurable, flexible and cost-effective policy administration platform.

The Solution: Adaptik

The carrier completed proof-of-concept tests with Adaptik's policy administration solution, and another vendor. Upon completion of the POC, the vendor was impressed with Adaptik's rapid configuration and prototyping capabilities, coupled with its iterative project methodology.

Following a proof of concept, the carrier chose to move forward with Adaptik's P&C policy administration solution as the technology component for its new title insurance offering.

The successful and total implementation of the Adaptik solution took just six months of work by five IT staffers – three Adaptik resources assisting with design, configuration, training and methodology management, and two internal resources. An IT steering committee managed the status of the initiative on a monthly basis. Business users were responsible for developing the business requirements for product data capture and business process flow, and provided feedback on the end user interface data capture pages and configurations completed by the Adaptik staff.

A key factor in the initiative's success was the combination of the extensive title insurance knowledge of the carrier's staff and Adaptik's efficient implementation methodology. This enabled configuration of the system at the start of requirements, and continuing daily configuration updates throughout the project – ensuring that progress was seen immediately, and allowing for detailed business feedback.

Adaptik helped the carrier make inroads within the hard-to-penetrate title insurance market.

The Leading P&C Policy Administration Solution

Completed on time and on budget, the carrier's Adaptik initiative was a resounding success.

Results include:

- Streamlined product development cycles
- Vastly improved speed-to-market capabilities
- Increased customer satisfaction and engagement, stemming from more intuitive user interfaces and software design
- One-system support for the external distribution channel, due to Adaptik's portal and security functionality development cycles



To learn more or schedule a demo, visit [adaptik.com](https://www.adaptik.com)

ABOUT ADAPTİK CORPORATION

Adaptik develops modern and flexible policy administration software solutions designed to improve speed-to-market for new products and scale to support large numbers of users and high transaction volumes. They provide P&C insurers with advanced business functionality while substantially lowering the risks and costs associated with policy administration system replacement and maintenance. For additional information on how PolicyWriter can help transform your business, [visit adaptik.com](https://www.adaptik.com).