

Erie Insurance

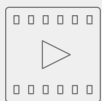
Enhancing the agent experience brings dramatic results



Erie Insurance Company, a multi-line insurer working with over 13,000 independent agents, has been an innovative partner of OneShield since 2007. In 2018, Erie sought to create a new, streamlined experience for its commercial agents and employees with the support of the OneShield team.

“We needed to provide a world class experience, but we also needed the modern underpinnings to do it efficiently and be flexible to change in our future. We were using low code, no code for our experience layer, and NoSQL for our database. But we knew we needed to interact with our core, and that needed to be API based and leaning into an event driven architecture. All of those things were new to Erie, and we wanted to bring in the skills of OneShield to help us understand the limitations of our solution in context of theirs.”

Tim Shine, SVP, Information Technology,
Erie Insurance



This client spotlight is based on excerpts from the webinar, "Digital Distribution & Enablement with Erie Insurance." Watch the full webinar [here](#).

About Erie Insurance

HEADQUARTERS

Erie, PA

WEBSITE

erieinsurance.com

ESTABLISHED

1925

PRIMARY DRIVER

Enhancing agent & customer experience

IMPLEMENTATION

2018 – 2020

SOLUTION

OneShield Policy

COVERAGE

Commercial



The Problem

The complexity of multiple applications and technologies to support multiple products, third-party data sources that were not fully integrated, and a host of inflexible legacy systems hindered client visibility, agent efficiency and product modification.

- Agents were required to log in to multiple interfaces (up to 7) to submit applications for 10 commercial coverages.
- Client visibility across products was not available in one global view, requiring agents to toggle between multiple screens.
- Coverage modification required 6 to 9 months from request and analysis through implementation.
- Cycle time from quote to bind extended from days to weeks.



Solution

Erie worked with OneShield to build out a new Quote & Application System (QAS) to automate the quote-bind-issue-service for all policy transaction workflows leveraging OneShield's web services capabilities (submission, qualification, and quoting to issuance, endorsement, renewals and cancellations, for all existing and new products). Features include:

- End-to-end lifecycle processing with a user-friendly agency interface, in real-time.
- APIs integrate QAS with Erie's core PAS system, CLION, enabling interoperability with third-party solutions.
- OneShield Designer for product and workflow configurations.



Key results

- Quote to bind processing time reduced by 98.6%
- Double digit new business growth (\$64.7M)
- Automated underwriting for nearly 50% of policies
- Improved speed to market for product modifications by 50%
- Attracting highly skilled, tech savvy workforce

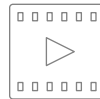
“We saw double digit growth for the next two years for each of our products, which is substantial, because in all cases, we didn’t change the insurance product. We just simply changed the way in which we engaged with our independent agents.”

Tim Shine, SVP, Information Technology,
Erie Insurance



Results

Agents and underwriters are delighted by the user experience and efficiency they’ve gained. There is full visibility into the client risk profile and potential cross sell opportunities, and product offerings can be modified with ease to respond to market needs. As a true testament, Erie is embarking upon its next transformative project, conversion of personal lines to the OneShield platform, during 2022.



To learn more about Erie Insurance’s digital transformation, watch the [webinar](#).

