Utica First Insurance Company

Strategic investment with agents top of mind

Embarking upon a seismic digital transformation, Utica First prioritized an exemplary agency portal experience, enhanced by streamlined internal operations. This northeastern regional provider of personal and niche commercial coverage had outgrown its 30-year-old legacy core systems and envisioned the transformative impact that data analytics, automation, business intelligence, and a host of APIs would introduce to their business processes.

"OneShield had the most robust planning process laid out ahead of time. They provided more support and were more organized because they successfully did this before. That experience is invaluable when you're embarking on what is meant to be a once-in-a-career business transformation."

Melissa Mann, VP Operations
Utica First

About Utica First

HEADQUARTERS
Oriskany, NY

WEBSITE
uticafirst.com

ESTABLISHED
1903

PRIMARY DRIVER
Replace legacy core systems

IMPLEMENTATION
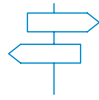2021

SOLUTION
OneShield Enterprise (OSE)

COVERAGE
BOP, Excess & Umbrella

Watch full webinar to learn more about the implementation process: Enhancing the Digital Experience and Delighting Customers

Challenge

Utica First's legacy systems threatened to derail the company's strong growth over the preceding 7 years and the internal IT team lacked the bandwidth to build new platforms or client-facing portals to meet current market demands. As Utica First evaluated this major digital transformation, concerns centered on successful data conversion, implementation oversight, and an outcome that would support future innovation within the capabilities of its own IT team.

Solution

With the selection of OneShield's Enterprise (OSE) platform and integration of mission-critical APIs supported by third party DayStar Limited, Utica First launched its new UFIRST Now policy management system in 2021 for commercial lines. The functionality includes a full-service agent portal, self-service policyholder portal, configurable policy management and billing systems, and automated workflow at every stage of the policy life cycle. Data analytics and business intelligence offer greater insights for better risk decision-making, operational analysis, and financial reporting.

Results

Across all areas of functionality, Utica First experiences streamlined processes and greater efficiency. Highlights include:

- Agents have immediate access to documentation (previously requiring 24 hrs)
- Improved underwriting accuracy and response time has decreased operating expenses and improved agent experience
- Payment experience is seamless
- Instantaneous agent onboarding with ease in adjusting commissions

Seamless data conversion, exemplary project management, and positive agent response confirm Utica First's choice of OME for its commercial lines. As a true testament, Utica First plans to convert its personal lines onto OSE in 2022!