

WestCongress

Startup MGA meets demands of rapid growth with greater efficiencies & reduced costs



WestCongress, a startup MGA, was founded on the mission to excel in niche markets offering commercial general and commercial excess surplus to underserved segments of the energy, contractor artisans and security markets. As a competitive advantage over traditional carriers and MGAs, WestCongress sought to offer greater efficiency and accuracy to their brokers and agents.

“As a startup MGA, we wanted a partner with functionality in place, the ability to customize, and the capability to add new products or lines of business. We also wanted to eliminate most manual processes on the back-end to achieve straight through processing.”

Tom Dulapa, EVP, WestCongress

About WestCongress

HEADQUARTERS

Detroit, MI

WEBSITE

westcongress.com

ESTABLISHED

2017

PRIMARY DRIVER

Rapid growth

IMPLEMENTATION

2017

SOLUTION

OneShield Market Solution

COVERAGE

Commercial general & excess surplus

“Implementing OneShield’s SaaS Solution provided an avenue to accelerate our business and become a competitive offering in the market. The capability to add new products and lines quickly and cost-efficiently has allowed us to be responsive to the changing needs of our customers.”

Tom Dulapa, EVP, WestCongress

oneshield.com



Challenge

WestCongress found early success but their manual processing and disparate applications could not support their growth. Inefficient onboarding of new carriers, demand for product innovations and the expanding broker relationships ignited WestCongress’ search for an affordable solution and supportive team to convert all operations to a cloud-based platform.

Solution requirements:

- Consolidation of all policy admin and claims processes onto a single platform
- Prebuilt, configurable content and workflows
- 360 degree view of customers, prospects, vendors, brokers and claimants
- Data capture and analysis to develop new risk solutions
- Cloud solution to support ‘work from anywhere’
- Scalable solution to support rapid growth



Solution

WestCongress chose OneShield Market Solutions (OMS) for MGAs to support all of its requirements and within the year WestCongress went live working seamlessly with over 300 brokers. Tom Dulapa, EVP WestCongress, attributes OneShield’s insurance expertise and application knowledge, and the relationship they built, as keys to selection and successful implementation.



Results

Zero downtime, dramatic reduction in IT costs and dependencies were immediately realized by the lean IT team at WestCongress, previously a heavy burden to this early stage MGA.

