

# OneShield's Dragon Platform Breathes New Fire Into the Hanover Insurance Group's Workflow



The Hanover Insurance Group chose OneShield Dragon to streamline complex, and often manual, workflow for its underwriters while leveraging valuable data contained in their legacy systems and applications. This allowed The Hanover underwriters to significantly increase service levels provided to their agent partners by turning around complex CPP quote proposals within 24 hours. The project also allowed The Hanover to introduce new features into their commercial package policy to bring a more competitive product to market. The Hanover is now extending the success it has had with Dragon to its agent partners to provide real-time commercial package policy quotes and new business submissions to underwriters.

"The Hanover's deployment of OneShield's browser-based rating and policy administration platform, Dragon, for commercial package policies, has enabled us to decrease quote proposal turnaround by our underwriters from days to hours. This is one of many ways we differentiate our company in the marketplace and support our commitment to agent partners and their customers to provide the people, product, and technology on par with the best national companies and the local market knowledge and responsiveness of the best regional companies," said Michael Clifton, Chief Technology Officer, The Hanover.

## Challenge

The Hanover wanted to improve efficiencies around responding to customer needs by:

- ⊙ Enabling the business to streamline workflow, leverage legacy data, and allow users to share data among all platforms.
- ⊙ Providing a platform that supports future technology expansion and integrates with existing legacy applications and current underwriting processes.
- ⊙ Ensuring that the new system enables agents to manage point-of-sale transactions such as rate/quote, bind, submit, and ultimately issue policies.



Michael Clifton

## Solution

The Hanover replaced its legacy commercial lines system with OneShield Dragon—an innovative web-based technology—that provides streamlined workflows and enhances service levels. As a result the company benefits from:

- ⊙ Improved workflow processes that provide productivity gains for the company.
- ⊙ Its dynamic application interview process that reduces data entry and decreases the length of time required for data input.
- ⊙ Dragon supports real-time seamless data exchange across multiple platforms that addresses data redundancy and preserves legacy assets.

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- ⊙ Dragon provides a flexible system architecture that maximizes existing systems' and services' ROI and a frame work that easily accommodates new enterprise-wide services as they become available.
- ⊙ Dragon's configurability and accompanying toolset allows The Hanover to own and control the system.
- ⊙ Automated forms and endorsement capability eliminates many manual policy assembly steps.

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## Results

Meeting The Hanover's goals, OneShield Dragon provides outstanding benefits including:

- ⊙ A web-based solution that takes full advantage of the speed and power of the Internet for a complex line of business that has traditionally been processed manually.
- ⊙ A new automated workflow process, allowing users to efficiently manage key policy transactions and generate quotes in real-time.
- ⊙ Data integration, enabling use of existing reference data for populating the system and reducing data redundancy across the organization.
- ⊙ Streamlined new business interview with built-in intelligence.
- ⊙ A reduced need to access paper files, with Dragon now generating rating worksheets, proposals, and policy packages for online real-time viewing.
- ⊙ Multiple legacy applications that reduce operational support costs.
- ⊙ Consistency in the quality of output.

The Hanover also plans to extend its CPP platform to selected partners.

## The Hanover at a Glance:

- ⊙ Super regional P&C insurance company headquartered in Worcester, Mass., and founded in 1852.
- ⊙ Ranks in the top 35 property and casualty insurers in the United States.
- ⊙ Underwrites a wide range of personal and commercial lines products for individuals, families, and businesses.
- ⊙ More than 4,000 employees and 3,000 independent agents in 31 states.
- ⊙ \$2.6B in revenues in 2005. ■

*To learn more about OneShield's Dragon, plan to attend "Integrating old and new: Streamlining workflow across your enterprise" on Tuesday, November 14, 2006 at 2:00 – 3:15 p.m., presented by Michael Clifton, CTO of The Hanover and Vivek Gujral, CTO of OneShield, Inc. Visit booth #125 for a Dragon demonstration.*