

GEORGIA STERN INSURANCE CASE STUDY



CLIENT OVERVIEW

Georgia Stern Insurance agency boasts over three decades of diverse expertise. GSIAY is steadfast in its mission to facilitate access to essential marketplaces, providing sought after insurance coverage, empowering businesses with a suite of Products and Programs, GSIAY fosters enduring partnerships and cutting-edge technologies.

CHALLENGE:

In early 2024, Georgia Stern Insurance Agency (GSIAY) was seeking a professional services partner with comprehensive domain experience and technical prowess to implement an improved policy and claims administration platform, allowing them to accelerate claims processing, reduce billing costs, and eliminate manual process workflows they were quickly outpacing.

COMPONENTS & FUNCTIONALITY DELIVERED:



Identified Technology: As preferred systems integration Gold partners of Insurity, Sikich quickly identified and implemented Sure MGA as the technology solution to suit GSIAY's needs for scalability.



Assigned Sure MGA 'Billing as a Service' Support: Understanding the complexities surrounding this implementation, Sikich recommended Sure MGA Billing as a Service resources, designed, and deployed a tailored support plan, lending necessary care for a smooth go-live.



Accelerated Expansion: Sikich curated a project plan to streamline carrier onboarding processes for GSIAY, improving their ability to expand business.



Intelligence & Reporting: Sikich tailored the Sure MGA platform to filter performance metrics for GSIAY business objectives, producing insights that led to action.

BUSINESS BENEFITS DELIVERED:



Cloud Based Agility: This new implementation created flexibility, reducing GSIAY's on-premise hardware reliance.



Competitive Advantage: GSIAY has maintained and built momentum on their competitive advantage in the marketplace, meeting the needs of retailers and clients with greater accuracy.



Reduced Enterprise Billing Costs: Investment in automated technology and expert implementation has improved the margin of manual process error, and reduced billing costs.

WANT TO LEARN MORE?

Contact RQCIInfo@sikich.com to setup a discovery call. Learn how Sikich can help with your claims systems consulting and implementation needs today.

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