



GOALS

- Automation of data input for faster, more accurate submissions as well as more and better new business data
- Unchanged agent workflow for minimal process disruption and unhindered agent satisfaction
- Streamlined, radically simplified application process for faster response time and reduced data entry errors

CHALLENGES

- Manual data entry procedure needed to be simplified from existing 20-step process
- Full implementation of Turnstile had to be completed ahead of peak submission time
- Input procedures needed to be standardized using Turnstile for all regions, and all underwriting technicians had to be trained on this efficient new process ahead of launch for optimal transition

In 2014, Eastern Alliance recognized the potential value of automating elements of its complex, regionally-disparate internal underwriting processes, specifically around new business intake. After identifying areas for improvement, the company partnered with Duck Creek (then Agencyport Software) to integrate Turnstile, Duck Creek's ACORD PDF-form-to-XML cloud-based conversion solution, into Eastern's underwriting process.

OUTCOMES

- New process, using Turnstile, reduced manual steps from 20 to 6 for a 70% savings in effort; resources reduced from 3 individuals to 1
- Applications processed simultaneously for multiple locations, reducing turnaround time and collecting higher volumes of information for future risk assessment
- Automated nearly 80% of a previously 100% manual process