

Automate Servicing with Agency Partners



Transforming the business of insurance

The rapid pace of digital transformation and changing consumer preferences are fundamentally changing the insurance industry.

With customer expectations for instant access to information and service at an all-time high, today's insurers need to evaluate digital technology that automates the servicing of products throughout the insurance lifecycle.

By connecting to agents through integrated channels, insurers can optimize relationships with agency partners and increase premiums.

Automated Servicing

Automate the exchange of policy-related information with your agency partners

Efficient data exchange is critical for insurers to effectively service the independent agency and MGA distribution channel.

IVANS provides your business with a single platform to manage servicing through automated policy-related information exchange directly into your agency partners' management systems.

By continuously providing agencies accurate information, you generate more business and increase policyholder satisfaction and retention. A recent study states 82% of agencies consider automated servicing important when selecting insurer partners.

IVANS automated servicing enables your business to:



Automate the exchange of policy-related documents and information to your agency partners.



Reduce staff time spent managing one-off agency requests for client data.



Increase data security by minimizing the need for agencies to manage sensitive data.



Minimize errors and omissions and ensure data accuracy.

eDocs and Messages Download for Benefits

Generate and instantly deliver Benefits policy-related information directly into agency management systems

Automated download and delivery of eDocs and Messages for Benefits via IVANS provides a secure and managed alternative to email, mail and faxes.

Attached directly in your agency partners' management systems, eDocs and Messages reduce the need to respond to multiple one-off information requests.

eDocs and Messages download adoption by agencies has grown at an exponential rate since introduction into the marketplace. There is strong agency appetite to use eDocs and Messages download across all lines of business, including Benefits.

Benefits eDocs are PDF, Excel and other file attachments that are sent directly from your system to the agency management systems.'

Types of Benefits eDocs agencies want to receive:

- Summary of Benefits & Coverage
- Census Information
- Plan Level Documents
- Commission Statements
- Proposals
- Claim Summary Reports

Benefits Messages are text-based memos or status updates that are downloaded directly from your site to the agency management systems.

IVANS eDocs and Messages for Benefits enables your business to:



Operate within a single, open platform for the daily exchange of Benefits policy-related information.



Provide a secure and managed alternative to email, mail and faxes with data encryption while in transit and at rest.



Minimize the number of phone calls and emails coming into your support team.



Ensure the latest Benefits policy-related information is available in a timely manner for agency partners and insureds.

Why IVANS?

To thrive in our industry's digital transformation, your business requires an omnichannel distribution and service model built on foundational connectivity technology to deliver greater value for partners and insureds and drive the most profitable business opportunities.

IVANS is the insurance industry's exchange connecting insurers, MGAs, agencies and insureds. IVANS cloud-based software automates the distribution and servicing of insurance products.

IVANS is the property and casualty insurance industry's exchange connecting insurers, MGAs, agencies and insureds. IVANS cloud-based software automates the distribution and servicing of insurance products. For more than 30 years, IVANS innovation and expertise have connected more than 30,000 independent insurance agencies and 380 insurer and MGA partners to enable millions of people to safeguard and protect what matters most in people's lives.

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