

O'Loughlin Insurance Group - substantial cost savings

Over 40% of O'Loughlin Insurance Group documentation to clients is now issued electronically, leading to substantial cost savings by using Open GI solutions

Long established, Dublin based broker, O'Loughlin Insurance Group wanted a technology solution to simplify business processing and increase volume through electronic productivity.

By using Open GI's productivity solutions, O'Loughlin Insurance Group have achieved substantial processing efficiencies; essential for brokers in the current economic climate.

The Client

O'Loughlin Insurance Group is a commercial and business insurance brokerage based in Swords, Co. Dublin, with over 25 years experience in the insurance market. They offer a first rate personal service and specialise in commercial insurance and wealth management.

O'Loughlin Insurance Group were one of the first brokers in Ireland to install the Open GI system, over 20 years ago, and have stayed true to

their philosophy of providing clients with value, service and integrity.

The Challenge

O'Loughlin Insurance Group were keen to streamline business processing in order to provide the most professional service possible to their commercial clients as well as increase internal business efficiency. They looked to Open GI to provide a range of innovative solutions to impact these key areas of the business.

By offering insurance tailored to their client's specific needs, O'Loughlin Insurance Group can offer bespoke insurance products regardless of the size of an organisation. With this in mind, they needed a product offering that could simplify business processes, improve product offerings and enhance the customer experience as well as implementing efficiency and cost savings.

“We have been able to streamline our document issue and also increase the volume of documents that we issue electronically by using Open Attach and Open Word. In addition we are able to save paper work by using Open Print Manager, where previously we would have had to print documents for a file.”

*Derek Balfe, Director,
O'Loughlin Insurance Group*



**O'Loughlin
Insurance Group**

The Solution

Having been an Open GI customer for over 20 years, O'Loughlin Insurance Group chose to take advantage of the latest productivity solutions to support efficiency and cost savings in client documentation processing.

The Core Back-Office

solution; complete office administration system for the entire broking process from managing quotations through to reconciliation of accounts and insurers.

Open Print Manager; provides a flexible print queue facility that allows brokers to reduce the overall time staff spend at the printer organising documents for distribution. The software collects Front and Back-Office documents, converts to PDF, and provides an individual operator with the ability to manage these as a collection of related documents in a single view.

Open Word; allows brokers to easily create documents using Microsoft Word.

Open Attach; allows brokers to attach any files to the Prospect, Client or Policy record within the Open GI Core Back-Office.

The Benefits

O'Loughlin Insurance Group has strived to improve their systems and documentation processing procedures. By using Open GI's productivity solutions they have benefitted from:

- Issuing over 40% of documentation to clients electronically, which has led to substantial cost savings.
- Implementing Open GI productivity solutions, such as Open Attach and Open Word, O'Loughlin Insurance Group has been able to reduce storage costs and introduce a paperless office.
- Increasing staff operational efficiencies when creating documents.
- Improving the overall customer service experience by issuing documentation instantly to the client.

Delivering Results

O'Loughlin Insurance Group invested in Open GI's productivity solutions to generate faster and more efficient documentation processing, which saves time for both staff and clients and improves overall customer service.

Having the additional functionality, O'Loughlin's are now able to meet their strategic business objectives and meet customer demand with the very latest in broker technology. Derek Balfe, Director, O'Loughlin Insurance Group, said: "We are constantly trying to upgrade and improve our systems and documentation and are only now tapping into the full capability of the Open GI system."



About Open GI

With over 30 years' expertise, Open GI develops integrated Front and Back-Office broker solutions and software specifically for commercial, personal, niche and composite lines. We understand the needs of brokers and have developed end-to-end software solutions to meet your needs from managing quotations and converting prospects to live clients, through to reconciliation of accounts with insurers.

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