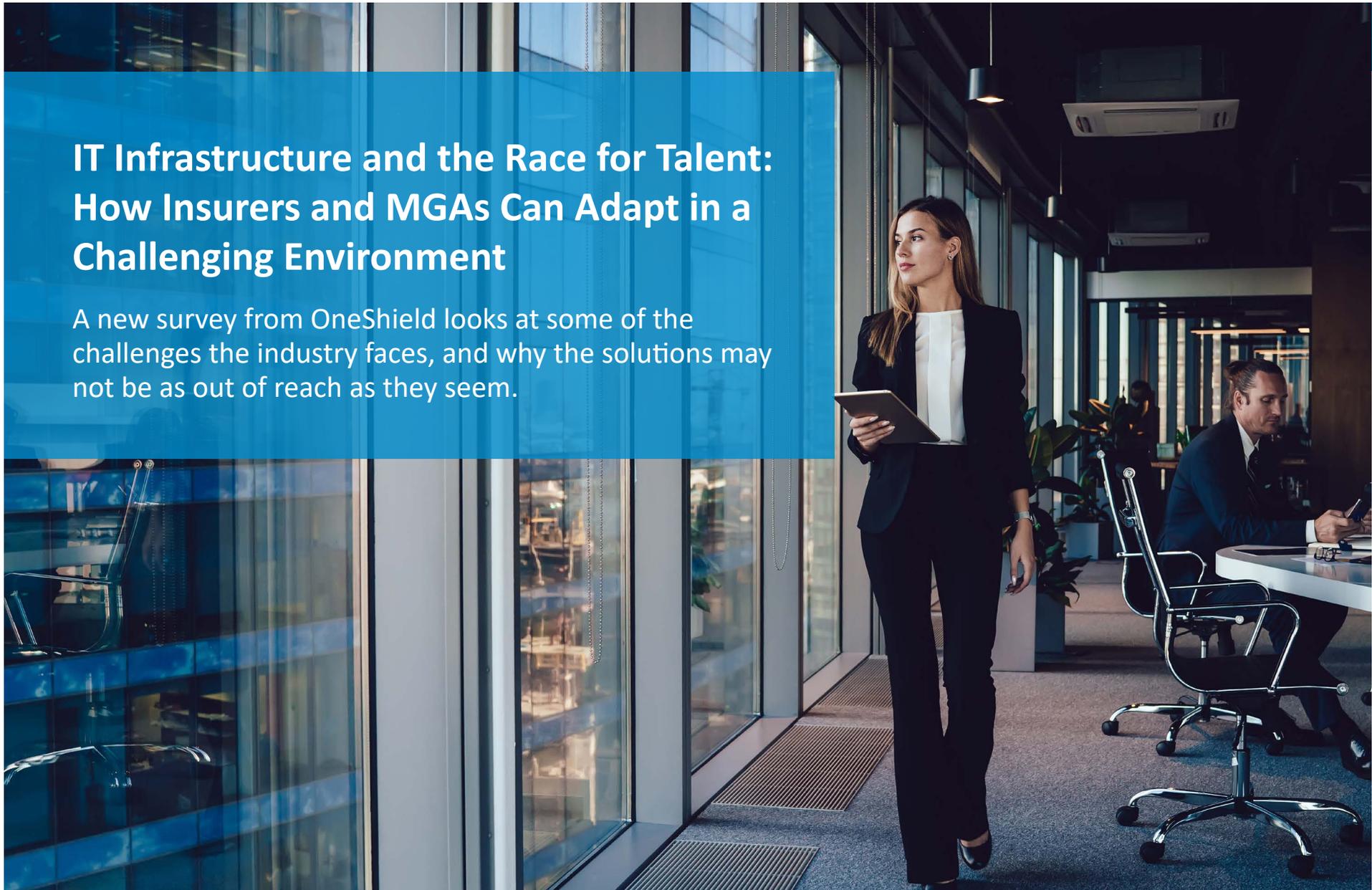


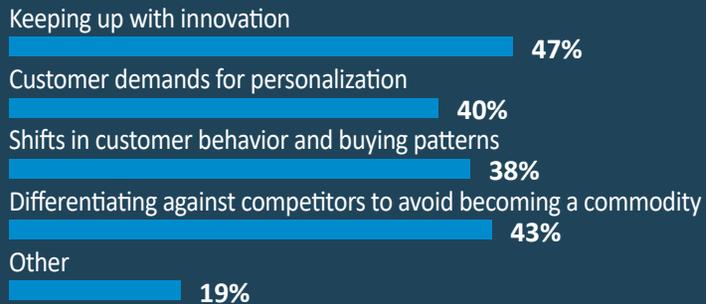


IT Infrastructure and the Race for Talent: How Insurers and MGAs Can Adapt in a Challenging Environment

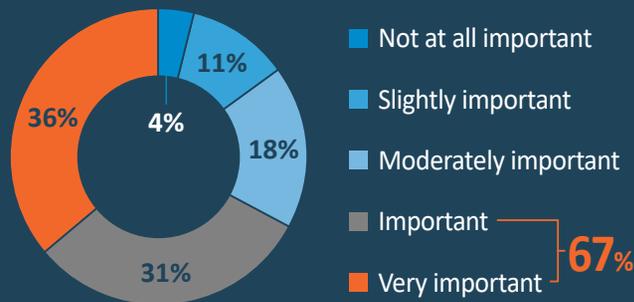
A new survey from OneShield looks at some of the challenges the industry faces, and why the solutions may not be as out of reach as they seem.



What challenges does your organization face in the next 12-24 months? (Select all that apply)



How important of a role do you believe that technologies play in solving these challenges?



The insurance industry is undergoing massive transformation, fueled by rapidly changing customer expectations, and accelerated technological innovation. And while many carriers and MGAs see the need to keep up with innovation and meet these changing expectations, information technology (IT) staff and resources have proved to be a challenge. This is to be expected as more than **four million employees resigned last year alone**, and 41% of workers report they're considering leaving their jobs.

A new study, sponsored by OneShield, uncovered some of the most pressing concerns of the industry. The results of the survey below represent responses from insurers (80%), MGAs (14%), and others (6%). Company size varied with 41% reporting 500 or fewer employees, 35% reporting between 501 and 5,000 employees, and 24% reporting 5,001 or more employees.

The results offer a benchmark for future study, as OneShield tracks the stages of transformation within the industry.

Keeping up with innovation is a major challenge

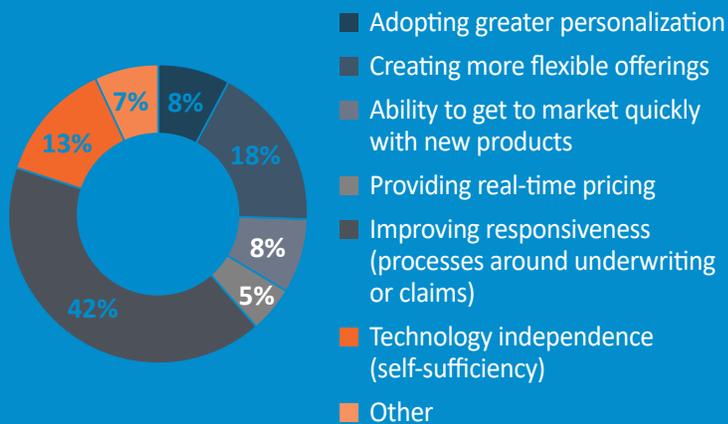
Study participants were asked to cite their greatest challenge over the next 12 to 24 months, and the most noted challenges were keeping up with innovation (47%) and finding ways to differentiate from competitors (43%). Many organizations struggle with inflexible legacy systems that make it challenging to gain efficiency, stay competitive, and win customers and loyalty. Keeping up with innovation is made even more difficult when adopting a solution that becomes outdated far too quickly.

Other leading challenges included shifts in customer behavior and buying patterns (38%), and customer demands for personalization (40%), both difficult to address without the benefit of innovative data-enabled solutions. Over half of the participants (67%) say that technologies such as data analytics and machine learning play an "important" or "very important" role in solving these challenges.

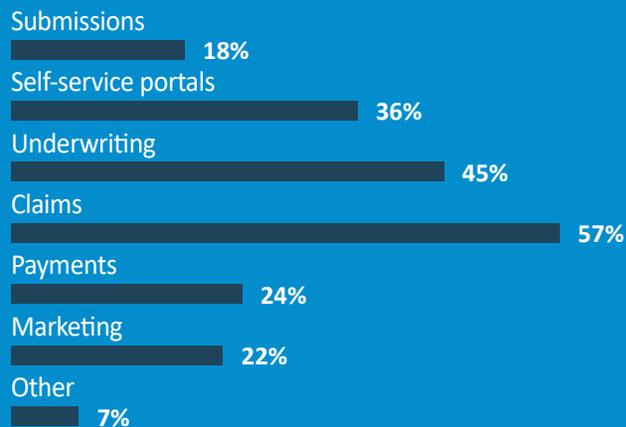
Most critical strategies for meeting customers' changing needs

The OneShield survey found "improving claims and underwriting responsiveness," the most critical strategy for meeting customers' changing needs, identified by 42% of respondents.

What is the most critical strategy that your organization can deploy to meet customers' changing needs?



Where is your organization prioritizing technical investment? (Select all that apply)



At the center of this strategy is the goal to offer a superior customer experience, and to do so efficiently and cost-effectively. Customers want faster and more responsive experiences, and insurers succeed by enabling technology to deliver more personalized services and offerings in real-time.

Prioritizing future technology investments

Insurers are deciding how best to use their resources to better serve policyholders, and over half (57%) of the OneShield survey respondents report plans to invest in claims-related technologies. Further, 45% of survey participants are prioritizing underwriting investments. These support the desire to improve responsiveness in these areas.

A major challenge to these initiatives, “limited IT resources and staff,” was cited as the top barrier to moving forward (59%). Technology and infrastructure concerns were the second most common barrier (32%). These two challenges, hand in hand, are the greatest hurdles to insurers maintaining complex legacy systems. Maintenance and modifications to the architecture are both costly and limited, compared to the flexibility of the modern core system platform.

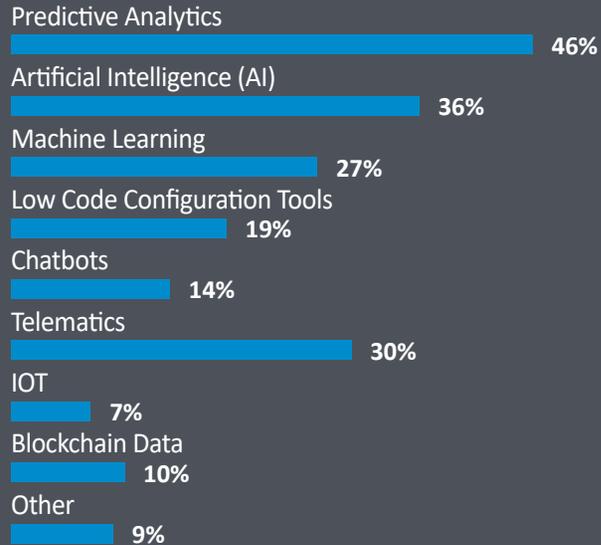
Evolving your technology for greater results

Respondents value data-driven initiatives and top tools foreseen to support team efforts over the next two years include predictive analytics (46%), machine learning (27%), and telematics (30%).

It's evident that insurers see innovation and technology as the key to moving toward a customer-centered model – throughout the policy life cycle. To stand apart from others with unique value adds and coverages, insurers succeed with easily configurable tools that enable swift changes to meet market demands.

It's also clear that infrastructure, IT staffing, and resources are significant challenges in implementing many strategic initiatives. Insurers addressing legacy system limitations, require the right solution partner to meet both IT staffing and infrastructure challenges. The selection of a modern core system includes not only the architecture that will enable today's innovations but those of our future innovators – and provides you with options for implementation and ongoing support at whatever level you require. For those

Which technologies will your team increase usage in 2022 - 2023? (Select all that apply)



Whether replacing a legacy system or launching a new venture with our core system platform, it's exciting to watch our clients achieve business objectives facilitated by our technology. Innovation is moving so quickly. To integrate with insurtech solutions to enhance policyholder experience, improve agent engagement and respond quickly to market demand, insurers win with a core system that is built for the future.



Rakesh Parikh
SVP Product Management,
OneShield Software

survey respondents that seek self-sufficiency, OneShield's platform allows ease of configuration and IT independence. For others that seek IT support to focus on business objectives – such as startups and MGAs – OneShield's Client Services team supports and augments your IT team to the extent you need.

When evaluating solutions, tech-savvy insurers will avoid inadvertently replacing a legacy solution with a “modern” one that quickly becomes outdated. A few key considerations include:

1. An understanding of the architecture (is it metadata-driven, microservice enabled, able to integrate with APIs?)
2. How often upgrades are made and who leads the product road-mapping process?
3. How deep is the insurance experience and how much of that experience is revealed in the preconfigured workflows and content built into the solution?
4. Who and how does the platform partner with third-party solutions to ensure that the innovation of today and tomorrow will be accessible to you?

The digitalization of insurance will continue to require insurers to evolve and innovate. The key to keeping up is adopting a core system platform that will scale and remain flexible to enable future innovations in support of policyholders, the distribution network, and your internal team. It allows you to enable third-party solutions today and, in the future, to keep pace with advanced uses of data to predict and prevent with better modeling, reducing losses and costs for a healthy financial future.



About OneShield Software

OneShield provides solutions for P&C insurers and MGAs of all sizes. Deployed in the cloud, our portfolio of standalone, subscription, and As-a-Service products includes enterprise-class policy management, billing, claims, rating, product configuration, business intelligence, and smart analytics. OneShield automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership. With corporate headquarters in Marlborough, MA, and offices in India, OneShield has 80+ products in production across P&C and specialty insurance markets.

For more information, visit [OneShield.com](https://www.oneshield.com)

