



# NxTECH, INCORPORATED

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## REAL TIME AND DOWNLOAD ARE THE ANSWER

A catch-22 must be overcome before the agency system can dramatically improve its customer service. Real Time and Download are the solutions, but since most agents and brokers haven't implemented these interface applications carriers are hesitant to invest in this technology.

To spur adoption, an industry-wide campaign to educate agents, brokers and carriers was launched recently. It's mainly designed to spur agents to use what's *already installed* in most of their management systems:

- *Real Time* is the ability to click on a button from a client file in the agency

management system or comparative rater for immediate access to carrier information on that client. The transaction may be a quote, billing inquiry, claim inquiry/loss run, policy view, endorsement or information request.

- *Download* enables the round trip of data back into the agency management system following a real-time transaction.

The campaign will educate agents on the benefits of Real Time and Download, such as: a single, consistent workflow for servicing or quoting with multiple carriers; the ability to process all policy transactions and manage claims from the

client's file in the agency management system; and automation of logons to carrier Web sites and systems.

For more information, visit [getrealtime.org](http://getrealtime.org). There you can download an implementation guide; view links to carrier, vendor and user group resources; get implementation and troubleshooting assistance; and more.

Submitted by: Jeffrey A. Myers, Senior Associate

The van Aartrijk Group LLC



## UPCOMING EVENTS:

- *PAMIC*  
*100th Anniversary Convention*  
*August 5-7, 2007*  
*Rocky Gap Resort*  
*Flintstone, Maryland*  
*Exhibit Booth*
- *NAMIC*  
*112th Annual Convention*  
*September 16-19, 2007*  
*Gaylord Texan Resort & Convention Center*  
*Grapevine, Texas*  
*Exhibit Booth 503*  
*Bill Tedrick - session presenter*

## INSIDE THIS ISSUE:

GET REALTIME.ORG

APPLIED ALERTS!

CINCINNATI SUCCESS STORY

NOTES FROM BILL

ABOUT NXTECH

## APPLIED ALERTS!™

Carriers can now send special real-time notification messages through IVANS® Transformation Station™ to their agency partners using The Agency Manager (TAM)® from Applied Systems. In fact, NxTech, Incorporated has been selected as a preferred vendor for implementing this exciting technology.

The Alerts! messages have a strong appeal for carriers who wish to communicate time-sensitive information directly to their agencies' management system in a quick, secure manner. The messages are efficient, easy to use, and traceable by the carrier to confirm information was delivered to the agent.

Contact us at NxTech for more information about Alerts! and how we can help your company successfully offer this important new technology to your agents.

## CINCINNATI SUCCESS STORY

How does one of the top 25 P&C Carriers improve on its ease of doing business with agents? They add real time bridging through Transformation Station™ and TransactNOW™ for their Commercial Lines systems. The Cincinnati Insurance Companies (CIC) used NxTech's industry focused software and services to bridge Property, General Liability, Business Auto, Business Owners Package, and Workers Compensation into

their policy rating and issuance systems.

CIC offers a full package policy, so NxTech's software packages each line of business as it comes through the industry's managed delivery systems (Transformation Station and TransactNOW), and then presents a full package policy to the agent after all applications of the policy are bridged. Agents are then taken to each respective system to rate their Commercial

Lines policy. The solution includes upfront data validation to guarantee an accurate quote and interacts with current CIC security validation processes.

The Cincinnati Insurance Companies' agents now have optimum tools to transfer data real-time from their management systems into the CIC commercial rating systems, adjust data, and get their rate.



For more information on The Cincinnati Insurance Companies visit [www.cinfin.com](http://www.cinfin.com)

## NOTES FROM BILL

In May I had the opportunity to attend the ACORD conference and observe a focus and common theme of how to get more done faster. Contrast that atmosphere to the early days when download was through a 2400 baud modem using private networks and you can see that, while as an industry we aren't perfect, we have made more progress in technology the last five

years than in the previous 20 years. As someone that lived through the days before xml and standards when hard drives were measured in megabytes and pounds, this current wave of technology looks pretty good. The reality of today is Real Time access to data from anywhere (at least from most coffee shops), speeds that won't make you go to sleep while

you wait for a response, and enough data to let us get some real work done. NxTech is excited to be a part of the solution in achieving this new Real Time reality for our industry.

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## ABOUT NXTECH

NxTech, Incorporated is your partner, committed to providing Industry Standard, Service Oriented Architecture based solutions to effectively implement the next strides in insurance technology.

Bill Tedrick (CEO) and Thad Bauer (President) bring over 30 years of business process,

standards, implementation, and translation experience and expertise. They have worked with more than 150 insurance companies, successfully delivering over 300 interface projects.

NxTech welcomes your feedback on our newsletter and invites you to contact us with any comments or questions

on our products and services. Please send comments and questions to [NxTech@NxTechCorp.com](mailto:NxTech@NxTechCorp.com)



**Taking your data from where it is... to where it needs to be**