

# Exceeding Expectations

Cover-All and AIX

## OVERVIEW

Cover-All partnered with AIX to provide one of the world's largest, privately owned, independent insurance brokers with full policy administration including rating, issuance, and billing information. The solution supported both admitted and non-admitted products for five of the broker's programs. In need of custom forms and program-specific solutions for Commercial Package, Automobile, Garage, Umbrella, Workers' Compensation and Billing, Cover-All was brought on board to provide this high-profile client with a powerful solution in a very short timeframe.

### INITIAL CHALLENGES:

- Extremely aggressive timeframe for delivery of a customized solution
- Early identification and removal of obstacles necessary for project advancement

### KEY ACTIONS:

- Cover-All and AIX quickly forged a strong partnership to achieve measurable business goals
- Mobilized rapidly to establish a consensus of action
- Developed project proposal just 28 days after specification refinement
- Cover-All drove strategic action by teaming with AIX to closely monitor project

### BUSINESS RESULTS:

- Exceeded expectations by delivering complex customizations in just 42 days
- Provided custom forms and program-specific solutions for high-profile client
- Project completed on time and within budget, without sacrificing superior quality
- Demonstrated Cover-All's commitment to quality and efficiency
- AIX was able to meet the demands of a key client



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