



Key Statistics

Company Type: Private
Year Founded: 2003
HQ: San Francisco, CA
Number of FT Employees: 570
FY 2013 Revenue: not disclosed

P&C Carrier Clients by NPW (in millions USD)

Range	< \$100	\$100-\$999	\$1,000-\$9,999	> \$10,000
#	0	10	2	0
%	0%	83%	17%	0%

Distribution of Clients by Region



Source: Exigen; CEB analysis.

POLICYCORE EXIGEN INSURANCE SOLUTIONS

Company Overview

Exigen Insurance Solutions is a P&C and group benefits insurance software provider founded in 2003. The firm offers solutions for small, mid, and large sized carriers in both personal and commercial lines of business. Currently, Exigen's clients operate in North America, Asia Pacific, and Latin America. Exigen has introduced several enhancements to its portfolio recently, including business intelligence in 2011, a CRM and communications component in 2013, and a set of solutions packages in 2013 that provide pre-configured core system functionality for auto and property lines.

Product Overview

PolicyCore is a component of Exigen Suite, which also includes BillingCore and ClaimCore. In addition to core policy administration, the system includes capabilities for underwriting, rating, commission management, self-service portal, CRM, document management, document creation, reporting, and analytics. In its most recent product update, PolicyCore was enhanced with support for automated endorsement, side-by-side quoting views, enhanced lapse handling, new rater functionality, and enhanced endorsement forms management. The system includes an OEM of Adobe Lifecycle, as well as a number of open source components. In addition to on-premise installation, PolicyCore is deployed with two customers via Software as a Service.

Product Highlights

- **CustomerCore:** CustomerCore is a native CRM and communication module included with PolicyCore. It is insurance-specific rather than adapted from a horizontal solution. It includes role-based interfaces for different types of interactions including self-service, such as Web and mobile applications, and contact center.
- **Pre-configured solutions:** Exigen can provide out-of-the-box platforms for several pre-configured LOBs. The packages for auto and home LOBs include pre-configuration of products, processes, and interfaces. When these pre-configurations match insurer needs, they should reduce implementation and upgrade time and costs.
- **External data integrations:** PolicyCore includes a large number of pre-built external data integrations, including address services, geocoding, CLUE, credit reports, mapping, claims reporting, loss history, and others. These integrations are facilitated by selective exposure of external component interfaces as web services.

CEB TowerGroup View

PolicyCore has many operational strengths that bring advantages especially for mid-sized carriers that partner with Exigen. The system is distinguished by its pre-configured line of business solutions and its native CRM and communications module. As the customer support needs of personal lines carriers continue to expand, these features will be especially useful. The system received a "Best-in-Class" award for Operational Support, in recognition of this strong customer support (implementation support, training, etc.), external data integrations, and other features. Also notable is the system's support for forms, which includes support for attachment and generation of ACORD, ISO, NCCI and state bureau forms. The recent addition of advanced rating functionality may assist Exigen in adding carriers with over \$1 billion in NPW.