

# Insurecom

## FACT FILE

### Premier Insurance Brokers

**Location:** Glasgow

**Employees:** 7

**Focus:** 80% Commercial, 20% Personal

**Services:** General Insurance & Risk Management

**Previous System:** tamPlus Local

**Website:** [www.premierbrokers.co.uk](http://www.premierbrokers.co.uk)

### Background

Premier Insurance Brokers was established in 1994 and now has seven staff. It offers clients personalised advice on a wide range of general insurance products and risk management services. Four-fifths of its trade comes from small-to-medium sized businesses and the remainder from private individuals.

### Reason to Upgrade

The company was running a local version of tamPlus on their own office-based server. Seeing an opportunity to improve system functionality, and also benefit from lower pricing, Premier decided to migrate to tamUK.

Ian Vance, managing partner at Premier explained: "We wanted to ensure that we kept up-to-date and benefitted from the numerous enhancements being made available within this major development to our existing system."

Another advantage of the new system is that the migration process is so straightforward.

### Migration

Describing the process, Ian said: "Not being truly IT literate, despite operating our own server, we were a little apprehensive. However, we were provided with excellent pre-migration instructions and the Insurecom engineer was only a telephone call away to assist us where necessary."

Prior to migration, Insurecom delivered a simple checklist of tasks to be performed the week before, two days before and the day before. There was also access to tamUK user guides and recorded training courses, enabling all Premier's staff to start using the migrated system immediately.

Ian continued: "On the Go-Live day we were very surprised by how quickly the engineer was able to carry out the migration installation. He was on-site at 10am and had everything up and running by 2pm. We were really impressed that it all went so smoothly and without much disruption."

Ian concluded: "All in all, we're very pleased to have migrated to tamUK and the process couldn't really have been simpler."

### Results

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Upgrading has enabled Premier to keep right up-to-date and benefit from all the enhancements provided in tamUK. For example, the system implementation in the Microsoft .NET framework means much faster operating throughput and greater stability, plus a much improved interface.

Ian Vance, managing partner of Premier, said: “The time savings are great. The new system is even more user-friendly, and it provides better access to more records, with simpler and faster procedures.”

The new software also exploits the power of Microsoft Office so that form-letters and proposals can be automatically generated, edited and spell-checked. There’s integration with Outlook, enabling emails to be dragged from any folder and dropped straight onto the relevant policy, claim or customer list. Activities in tamUK can also be automatically synchronised with Outlook.

## **User Friendly**

Ian continued: “The staff are very pleased with the more user-friendly nature of the software brought about by the enhancements, and the email drag-and-drop integration with Outlook is a real benefit. Accounts reconciliations are also much easier to complete and the access to online commercial business will also prove to be of great benefit.”

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