ZYWAVE
INSURING GROWTH

PROPELLING PROGRESS:
2023 at Zywave

From the introduction of groundbreaking products to the seamless integration of cutting-edge digital solutions, our story is one of forward-thinking strategies and customer-centric approaches. As we reflect on the milestones of the past year, we set our sights on new horizons, ready to chart the course for continued insurtech success.

In 2023, we...

SHARED OUR INDUSTRY VISION

On a Top Tech-Focused Podcast

InsTech's Matthew Grant spoke with Jason Liu, CEO of Zywave about technology trends and a customer front-end focus in an inspiring podcast.

On the IndieTech Showcase Experience CEO Panel

Our CEO, Jason Liu, headlined a prestigious panel of Insurtech industry leaders at the inaugural IndieTech event. Key topics and trends including digital transformation, open architecture, and AI were discussed.

ELEVATED OUR SOLUTIONS

From feature-rich updates that enhance user experience to groundbreaking innovations that redefine industry standards, our relentless pursuit of excellence has paved the way for client success. These strides not only reflect our dedication to staying at the forefront of tech advancements but also underscore our unwavering commitment to providing our clients with cutting-edge solutions.

Over 400 Product Releases

100+ Customer Enhancement Requests Fulfilled

IN 2023, WE...

MADE AN IMPRESSION

Celent Luminary

Zywave's **Digital Distribution Suite – ClarionDoor** was recognized as a Luminary in the Celent Report for Insurer Stand-Alone Rating Engines – Global Edition. This report outlined the key elements that carriers need to consider when choosing a stand-alone rating engine. Our solution was rated as one of the best in categories, including functionality, customer base, lines of business supported, technology, implementation, pricing, and support. Eighteen stand-alone rating vendors were profiled and evaluated as part of this report, and we are proud to be rated at the top of the chart.

Stevie Awards

We were honored with Silver & Bronze Stevie® Awards! We received Silver for 'Best Use of Technology in Customer Service – Computer Industries' and Bronze in the category of 'Achievement in the Use of Data & Analytics in Customer Service.' The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals.

HAD OUR EYE ON AI

Zywave is leading the way with generative AI in insurtech. We use generative AI to fuse data and content offerings, amplifying efficiency and capabilities, while maximizing user experience. Specifically, within our Content Cloud solution, we launched a new capability in which users can set parameters and quickly and easily generate and send a targeted, engaging, and valuable email to their clients. In addition to enhancements already launched, Zywave is working on more than 50 AI-enabled use cases.

WORKED WITH MANY OF YOU

Commissioned over **70** surveys, articles, infographics, whitepapers, sponsored webinars, and executive interviews for insurance carriers, cyber security firms and risk management vendors.

IN 2023, WE...

Helped our Customers Learn & Grow

ZYWAVE UNIVERSITY

5,000+ customers attended live instructor-led training.

Over **67,000** customers engaged in Zywave University.

12,612 course enrollments with a completion rate of 42%.

Launched the **Education Hub** for our clients' end users with **7,399** users engaged in debut year.

THOUGHT LEADERSHIP EVENTS

5 flagship events, including the Casualty Insights, Cyber Risk Insights - London and New York, Property Insights Conferences and the Cyber Risk Awards.

2136 registrations/attendees

206 speakers

45 sessions

WEBINARS

Zywave hosted **70** webinars in 2023, diving into trending topics in the insurance industry.

ELEVATED OUR SOLUTIONS

Sales Cloud

WEBSITES AND MARKETING AUTOMATION

Launched **Lead Insights API**, connecting data from over **4 million** companies with the technology stacks of insurance agencies and brokerages.

Debuted **miEdge for Personal Lines**, providing prospecting data from over 80 million households putting more leads in our customers' hands.

Introduced alerts in **miEdge** to highlight benefit plan and commercial policy renewal dates for companies in the database making it easier to track.

Integrated **Dec Page Connect** and **TurboRater**, enabling agents to surface multiple auto insurance quotes instantly using a client's existing policy information.

AGENCY MANAGEMENT

120+

enhancement projects completed for **Partner Platform** customers, including the launch of our browser-based login, redesigned navigation, home page, and full client profile page.

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ELEVATED OUR SOLUTIONS

Sales Cloud

QUOTING & RATING (CPQ)

Saw **healthy growth** in quote activity across our network – 25% increase for TurboRater Personal Lines, 80% increase for ClarionDoor – Commercial Lines, and 74% for Zywave CPQ – Employee Benefits.

Increased the **TurboRater** Personal Lines quoting carrier inventory by 32 standard and non-standard carriers across 34 states with an increased quote volume of over 21%.

Expanded the **CPQ Benefits** carrier inventory by 21 new carriers and increased overall plan inventory by 40% for Medical, 67% for Dental, and 42% for Vision with rate and benefit data achieving between 97-99% accuracy.

Launched **Personal Lines Quoting API** to enable faster integration of 200+ personal lines auto carriers' rates across 50 states directly into customers' tech stacks.

Improved the proposals and shopping experience in **CPQ Benefits** and expanded the search calls within the Group Benefits Quoting API to achieve a quote volume increase of over 300%.

74%

increase in excess & surplus quoting on **MGA Hub** with a user increase of 33%.

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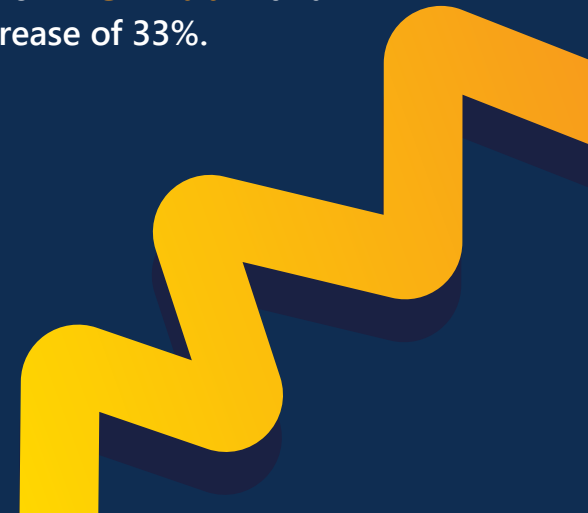
ELEVATED OUR SOLUTIONS

Client Cloud

Our customers and their clients completed over **710,000** courses within our Learning Management System including key categories of sexual harassment prevention, workplace management, and safety training.

Enhanced the capabilities of our **Learning Management System** by incorporating features related to automating course assignments for a group of learners, reassigning course assignments, and reporting.

Provided guidance from experienced professionals well-versed in benefits, compliance, employment law, wage and hour, discipline, and terminations, hiring, worker's comp, and more for **16,000+** complex HR cases.

Created an automated **Express Update Newsletter** designed to notify partners of compliance alerts and monthly news, enhancing our customer's engagement with their clients effortlessly.

Improved our customers' client invitation and tracking process by creating automated welcome emails, resulting in an **89%** year-over-year increase in client users.

77,700+

documents were created using our ACA reporting app, Benefit Document Builder, Handbook builder, OSHA log, Compliance Notice Builder, and Enrollment Booklet Builder.

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Content Cloud

Created first-in-industry **generative AI resource** to customize messaging when sharing content assets.

Expanded P&C OneSource to include over **250,000 pieces of industry content** commonly used by agents and brokers.

3,600

new content assets and refreshed over **10,000** existing content assets.

Launched **45** Insurance 101 videos highlighting the ins and outs of insurance coverage.

Our customers accessed content within the Zywave database more than **4 million times**.

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Analytics Cloud

Continued to expand **Loss Insight**, our industry-leading loss database, with roughly **65,000** additional losses added in the last year focused within cyber liability, excess casualty, D&O, and EPLI. The total loss amount recorded for these low frequency, high severity cases now exceeds **$10 trillion**.

Enhanced **ModMaster** to include a new mod creation workflow and created **22** newly designed reports that can be customized and branded to your organization. These enhancements drove over **34,000** mod analyses.

1M records
now included in Loss Insight.

MORE IN 2024

We look forward to delivering more innovation, satisfaction, service, and value to our customers in 2024. Thank you to all who are on this journey with us to transform the insurance industry.

Want to learn more about the latest Zywave innovations and happenings? You can find press releases and key industry articles in our Newsroom and a wealth of thought leadership content and product information in our Resource Library. Check it out and watch for so much more in 2024!