ZYWAVE
INSURING GROWTH

MOVING FAST. MOVING FORWARD.
2024 at Zywave

With an eye on the present and a vision for the future, we are a leading insurtech developing innovative new products and enhanced digital solutions to provide our customers with results. As we reflect on the achievements of the past year, we set our sights on what's next, ready to take the insurance industry to the next level.

In 2024, we...

ELEVATED OUR SOLUTIONS

460+

Product Releases and Enhancements implemented in 2024.

Cyber Quoting

We launched a groundbreaking centralized cyber quoting platform that connects global cyber insurers with U.S. distributors through a streamlined, transparent data collection process. This innovative solution integrates data directly into quoting workflows, providing exclusive visibility into coverage levels based on industry data and loss profiles. Complemented by Zywave's proprietary limit adequacy data, users gain valuable insights into potential coverage models, identifiable protection gaps, and benchmarking against standard coverage levels within the product.

The platform expands market access for both cyber insurers and distributors while offering a wider range of coverage options to accelerate distribution. This enables industry participants to develop new cyber insurance products, respond effectively to market shifts, and maintain a competitive edge against emerging risks.

Broker Search

Revolutionized the miEdge Employee Benefits platform with the launch of the Broker Search experience, empowering insurers, service providers, and brokers to seamlessly access detailed information on 6,000 potential broker partners and connect with a vast network of 350,000+ insurance professionals.

GREW OUR EXPERTISE

Martin Simoncic,
CEO

Christian G. Kasper,
CFO

Martin Simoncic joined Zywave as Chief Executive Officer and Christian G. Kasper joined as Executive Vice President & Chief Financial Officer.

"We are fortunate to have experienced software executives such as Martin and Chris join Zywave as CEO and CFO, respectively, and we look forward to partnering with the Company's broader management team to accelerate the growth of the business organically and continue to propel Zywave's buy-and-build initiatives in the insurance technology industry."

- Prashant Mehrotra, Partner & Managing Director, Clearlake Capital Group, L.P.

- Erik Hansen, Vice President, Clearlake Capital Group, L.P.

Z›

IN 2024, WE...

MADE SOME INDUSTRY WAVES

STEVIE AWARDS

We were honored with a total of 4 Silver and
Bronze Stevie® Awards in 2024. The judges praised
Zywave's innovative use of data to proactively identify
improvement areas in the business, drive change in
customer support, and increase employee efficiency
and engagement.

Silver:

- Best Use of Thought Leadership in Customer Service
- Customer Service Management Team of the Year
- Customer Service Department of the Year –
 Computer Software – 100 or More Employees

Bronze:

- Customer Service Leader of the Year

About the Program

The Stevie Awards for Sales & Customer Service are
the world's top honors for customer service, contact
center, business development and sales professionals.
The Stevie Awards organizes nine of the world's leading
business awards programs, also including the prestigious
American Business Awards® and International Business
Awards®.

INSURTECH 100

Zywave was named to Fintech
Global's 2024 InsurTech100 list,
highlighting the leading innovators
developing solutions to the critical
challenges facing the insurance
sector over the coming years.
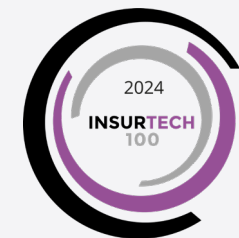
IN 2024, WE...

HELPED OUR CUSTOMERS LEARN & GROW

ZYWAVE UNIVERSITY

4,000+ customers attended live instructor-led training earning a world class NPS score of +91.

78,000+ users engaged with Zywave University.

10,000+ course enrollments with a completion rate of 49%.

Our Education Hub, training for our clients' end users, had over **12,000** participants.

THOUGHT LEADERSHIP EVENTS

We made a splash at 10 key industry tradeshows and hosted 4 Thought Leadership conferences.

These **4 flagship events** included Casualty Insights, Cyber Risk Insights – London and New York, and Cyber Risk Awards with:

1,885	**154**	**36**
attendees	speakers	sessions

KEY RESOURCES

We boosted our **Resource Library** with over 50 new valuable pieces of content to inform and inspire, including whitepapers and reports such as:

• A Content Strategy Guide for Insurance Marketers

• The Power of Third-Party Data

• The Fast-Track Guide to Increased Producer Productivity and Validation

• 2025 Planning Guide for Insurance Professionals

WEBINARS

Zywave hosted **43 complimentary webinars** diving into trending topics in the insurance industry, such as employment law, compliance trends, producer productivity, and cyber distribution.

Z〉

Sales & Distribution

GROWTH & RETENTION

Launched the **Broker Search experience** in miEdge Employee Benefits, allowing insurers, service providers, and enterprise brokers to find information on more than 5,600 potential broker partners in a dedicated interface.

Released **a new theme design** and unveiled new landing page options within Zywave Websites.

Expanded miEdge for Personal Lines to include contact data for 8 million households for **13 million people**, as well as income and net worth details for 9 million households. User growth has surged by 246% YOY in the last six months reflecting the enhanced value and success our platform brings to their businesses.

By leveraging Partner Platform or Agency Matrix, agencies experienced a **9% increase** in active policies and certified 35 new lines of business for downloads, demonstrating the platform's ability to drive substantial growth and diversify offerings.

BrokerageBuilder agencies achieved remarkable success with **15% YOY** growth in new plans and **6% YOY** increase in activities, highlighting its effectiveness in boosting productivity and revenue.

Z〉

Sales & Distribution

RATING, QUOTING & CONNECTIVITY

Commercial Lines: Commercial CPQ, MGA Hub, and Cyber Quoting

MGA Hub quoting increased **27% YOY**.

Launched **Cyber Quoting** – Unifying carriers and US distributors with built-in benchmarking and limit adequacy insights.

ClarionDoor

Expanded capabilities for industry rating content to five additional lines of coverage through ISO Electronic Rating Content (ERC) and AAIS.

Personal Lines: TurboRater and Personal Lines Quoting API

Expanded the carrier offering by 19 carriers in 16 states to make up **over 200 carriers** covering the nation.

Quoting continued to grow with the number of quotes increasing by **15% YOY.**

Employee Benefits: Benefits CPQ and Group Benefits Quoting API

Increased groups quoted by **154% YOY** and quote volume is up 175% across 100K plans from 1K+ carriers.

Added **289** carrier and state medical, dental, and vision offerings including CalChoice, a prominent California carrier.

Improved the **broker's workflow experience** with proposal full-age rate tables, proposal disclaimers, and a renewal plan validation tool.

Added **new endpoint tools** to the Group Benefit Quoting API to improve efficiency and flexibility.

Z〉

Client Cloud

Our customers and their clients completed over **885,000** courses within our Learning Management System, including topics of sexual harassment prevention, workplace management, and safety training.

Experienced experts provided guidance on benefits, compliance, employment law, wage and hour, discipline and terminations, hiring, and worker's comp for **more than 15,000** complex HR cases.

106,400+

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

Launched a groundbreaking **AI-enhanced HR Hotline**, revolutionizing the way users get immediate answers to their HR questions. This innovative feature leverages AI to suggest relevant content based on user inquiries, significantly improving response times.

Introduced the **Global Stewardship Report**, a powerful tool designed to give you a comprehensive view of utilization across all clients, maximizing your value to your clients. With inclusive reporting, custom fields, and updated stewardship values, this feature helps you make more informed decisions and enhance your workflow efficiency.

Z⟩

Content Cloud

Enhanced user experience within P&C OneSource to streamline access to over **250,000 items** of industry materials commonly used by agents and brokers.

Created over **3,000** new pieces of content and refreshed over **10,000** existing resources.

New **content highlights** from 2024 include:

- Commercial Property and Casualty Insurance Pricing (CPCIP) Tracking Survey

- Benefits Toolkit - Employee Benefits for Small Businesses

- Annual Broker Services Survey

- Annual Employee Benefits Market Update

- Annual Commercial Insurance Market Outlook

- EB Learning Video series with 29 courses to help aid in producer validation

Customers accessed content within the Zywave database more than

4.5M times.

Z›

PUMPED UP OUR PRODUCTS & SOLUTIONS

Analytics Cloud

Produced over **34,500** workers' compensation modification analyses, providing clients with critical insights for risk management and premium assessment.

Usage of Loss Analysis, Benchmark Analysis and advanced cyber benchmarking increased by over **90%.**

Expanded our loss database by adding over 62,000 records, increasing our comprehensive dataset to over **1.15M** entries.

CONTINUE TO THRIVE IN '25

We are ready to bring even more innovation, satisfaction, service, and value to our customers in 2025. Together, we are transforming the insurance industry, and we couldn't do it without you. Thank you for being part of this incredible adventure.

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 2025.