TIA helps specialist insurer UIA to forge ahead of bigger competitors

Profile:

UIA is a mutual insurance company with over 100 years' experience of providing great value, high quality insurance to members of selected trade unions and other not-for-profit organizations.

www.uia.co.uk/

Specialist insurance companies need to process efficiently in order to compete – sourcing the best technological solutions to increase performance is an important way of achieving this.

As a mutual insurance company providing insurance to trade union members and other not-for-profit organizations, UIA was aware of the challenges they faced against bigger insurers. UIA raised the bar by implementing the TIA technology software solution across their business.

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"The flexibility of the TIA solution has allowed UIA to evolve in a timely manner to the changes in the insurance industry," says Gareth Fair, IS Development Manager at UIA. "The modular nature of TIA has enabled UIA to maintain the system and implement new ideas with a very small team of developers."

Legacy system required high levels of resourcing

With a legacy system based on old technology, UIA was unable to successfully move forward or evolve – thereby preventing growth.

"UIA has been able to implement an online quote and renewal system working with TIA," Gareth Fair affirms.

About UIA

UIA is a mutual insurance company with over 100 years' experience of providing great value, high quality insurance to members of selected trade unions and other non-for-profit organizations. As a mutual company UIA is owned by the policyholders and profits are reinvested in the company, keeping premiums low, while providing members and their families with a wide range of real value for money products – all backed by fast and friendly services. UIA has grown significantly over recent years and now employs in excess of 100 employees in its offices based in Stevenage, Hertfordshire in United Kingdom.

"This solution has also enabled UIA to connect to two UK aggregator sites in a relatively short period of time." Making the jump to a new software system required commitment to invest. "We invested a significant amount," he points out. "But the new system has proven its worth – every penny spent has given us a massive return on investment."

Excellent client/supplier relationship

For UIA, one of the significant advantages of implementing TIA technology has been the development of a highly successful client/supplier relationship. TIA's organized International Community Conference has contributed to this.

"UIA's relationship with TIA has continued to be an extremely positive one," explains Gareth Fair. "The TIA annual conference is a great opportunity to view enhancements to the TIA product and network with TIA users and partners."

Looking to the future

Remaining ahead of the pack is crucial to the smaller insurer – having the right technology in place is key. Gareth acknowledges that future-proofing the IT system was a priority for UIA. "The ongoing evolution of the TIA product is impressive, this is something UIA is keen to take advantage of. TIA invests a huge amount in product improvements, I am confident the TIA solution is the right one for UIA both now and in the future."

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