

5 STEPS TO DRIVING INTERNAL AGENCY SUCCESS

Understanding how to drive your internal agency success is critical to your overall success. Here are 5 tried and true steps to getting there.

1. GROW PREMIUMS

1%
Increase market share by 1%

10%
Increase conversion rates by 10%

100%
Always say yes to customers & leave zero leads behind

7/4/7
Provide 7 quotes across 4 lines of business in 7 minutes

90%
Provide quotes 90% of the time (vs. 40%)

2. SHOW SOME LOVE

4 stars
Increase NPS scores by 10%

50%
Reduce handling times by 50%

ALL
Answer ALL of your customers' needs in one place across all channels

Choice
Provide choice

3. MAKE YOUR AGENTS HAPPY

85%
Increase agent retention 85%

88:88
Train your agents significantly faster

Easy to use platform allows agent training efforts to focus on market and product education



Eliminate data re-entry and enable data pre-fill to get multiple quotes

Increase accuracy with automatic data verification

4. USE REAL-TIME DATA & INSIGHTS



Monitor agent performance and stay on strategy



Know your market place better through analytics



5. SAVE TIME & MONEY

40%
Cut agency costs by 40% with automation

\$100 MILLION
Capitalize on \$100MM advertising spend

50%
Reduce handle times by 50%

Increase accuracy and control of agents

1/2
Cut client acquisition costs in half