



NEWS RELEASE

The Toronto Insurance Conference (TIC) partners with RSA, AIG, Keal Technology and CSSI for real-time insurer/broker system integration proof of concept entitled The D/X Initiative

TORONTO, January 24, 2018 — The Toronto Insurance Conference (TIC) is proud to announce that it is partnering with Royal & Sun Alliance Insurance Company of Canada (RSA), AIG Insurance Company of Canada, Keal Technology, and Custom Software Solutions Inc. (CSSI), in cooperation with the Centre for Study of Insurance Operations (CSIO), to demonstrate the viability of real-time integration between an insurer technology platform and a broker management system (BMS) platform using the Data Exchange Model (D/X).

“This initiative, specifically focused on communicating claims information for both commercial and personal lines clients, follows the nationally-endorsed IBAC Data Exchange principles,” said the D/X Initiative Chair, Brenda Rose, “using established industry data standards and without any surplus middleware or data translation layer.”

The expected business benefits from this initiative include time and resource savings from the following:

1. Improved consumer experience.
2. Reduced or eliminated duplicate manual entry of data.
3. Improved quality and completeness of information .
4. Reduced lag in communication between all ecosystem stakeholders through real-time sharing of data which can be used in a range of flexible formats.
5. Eliminating cost and complexity of unnecessary “middleware” or data translation layers.

The TIC will provide support and project management, while providing insight into brokerage workflows and information requirements. The two BMS vendors and two insurers will demonstrate flexible interoperability using their different claim technology platforms, while using CSIO industry standards.

The timeline for completion of this D/X Initiative will be spring 2018. At that time the TIC will publish a white paper to outline lessons learned. All TIC members, insurers and industry partners will be invited to attend a launch cocktail and presentation.

“The TIC board of directors is excited about this initiative,” said TIC President, Michael Loeters, “not only for what it means for TIC members and their working relationships with insurers, but for customers and brokers across the country.”

More detail about The D/X Initiative can be found at www.ticonf.com.

About the TIC:

The TIC actively promotes the common interests of large commercially-focused insurance brokers with offices in the Greater Toronto Area. Visit at www.ticonf.com.

About RSA:

RSA is a leading Canadian general insurer, distributing the broadest range of Home, Auto, Business, Marine and Travel Insurance products. Visit at www.rsagroup.ca.

About AIG:

AIG Insurance Company of Canada offers innovative products, a strong balance sheet and the global breadth to help clients to pursue their goals with stability and success. Visit at www.aig.ca/.

About Keal Technology:

Keal Technology is the expert in Canadian broker innovation and a leader in the BMS (Broker Management Systems) and CMS (Commercial Management Systems) marketplace for insurance and financial services brokers. They offer an integrated suite of products designed to increase revenue through efficient use of technology. In 2016, Vertafore, the leader in modern insurance technology, acquired Keal Technology, a leading provider of broker and commercial management systems in Canada. For more information, visit www.keal.com and follow us on Twitter and LinkedIn.

About the CSSI:

Custom Software Solutions Inc. (CSSI) delivers unique, effective, and profitable automation solutions that meet the needs of Insurance Brokers, Companies, and MGAs.

About CSIO:

CSIO is Canada's industry association of property and casualty insurers, brokers and software providers. CSIO is committed to improving the efficiency and competitive position of the broker distribution channel by overseeing the development, implementation and maintenance of technology standards and solutions.

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