

For Insurers

# IVANS eServicing™

is connectivity  
software for instant  
service transactions

**IVANS eServicing enables your business to instantly respond to agent policy, billing, claims or payment inquiries directly from your agent's management system to your policy administration system, ensuring timely service for insureds and ease of doing business for your agents.**

Leveraging IVANS, your business can streamline operational workflows and increase automated data exchange with your agency and MGA partners.

IVANS eServicing enables you to instantly provide answers to agent inquiries, as well as make payments and complete First Notice of Loss, Endorsements, and Loss Runs directly within their management systems.

The application also enables you to build stronger agency relationships by connecting your non-credentialed bill-pay site into the agent's customer self-service portal, allowing the policyholder to easily access and pay premiums within the portal.

**“ Using eServicing from our agency management system takes you directly to that client's information so you have fewer clicks and no longer need to remember passwords. It's a much faster process. ”**

Casey Hearing, Systems Administrator, Schultheis Insurance Agency



## Enables your business to

- Provide agents immediate access to agency policy, billing, claims or payment information without ever having to leave their management system.
- Eliminate time spent managing password resets by enabling agents to maintain connectivity without having to update local security settings within the agency management system.
- Allow insureds to access your bill pay website directly from their agent's self-service portal.

**IVANS®**  
A DIVISION OF APPLIED

# Core Capabilities

## Single Sign-On

Single Sign-On enables agents to authenticate themselves once with your portal without having to store passwords within their agency management system. Single sign-on increases security as passwords are not stored or managed externally and reduces your IT costs with a lower number of help desk inquiries.

## One-click agency inquiry

Through the use of Single Sign-On, one-click inquiry eliminates the need for password updates and enhances security for your company with a decrease in time of agents having to be in the portal. You can also strengthen agent relationships by providing immediate access to policy, billing and claims information in your policy administration system, as well as complete First Notice of Loss, Endorsements, and Loss Runs, and make payments directly within their agency management systems.

## Insured bill pay connectivity

Insured-insurer connectivity enables policyholders to access your bill pay website via their agent's customer self-service portal, allowing for a more connected customer experience.



**82% of agents surveyed reported they place more business with those insurers that provide automation.**

Source: IVANS

## Why IVANS?

IVANS is the property and casualty insurance industry's exchange connecting insurers, MGAs, agencies and the insured.

IVANS' cloud-based software automates the distribution and servicing of insurance products.

For more than 30 years, IVANS innovation and expertise has connected 32,000 independent insurance agencies and 380 insurer and MGA partners to enable millions of people to safeguard and protect what matters most in people's lives.

Call 855.233.9128

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