

MUTUAL CAPITAL ANALYTICS

MCA can help your
organization plan for success.

Underwriting at the Speed of Business

Straight Through Processing Solutions from MCA Accelerates Your Underwriting

Improve agent productivity. Maintain underwriting quality. Streamline your customer experience. Mutual Capital Analytics delivers on the promise of Straight Through Processing.

Instead of spending time and resources reviewing your agents' referrals to underwriting, MCA has a better idea. Our Straight Through Processing Solution automates the issuance process, instantly completing routine, low-risk transactions. Now your underwriters can focus on more complex risks. You get faster throughput, more new business, increased productivity, and improved profitability.

We start with a market-tested, step-by-step structured approach:

01 Quote & System Walk-Through

We review the entire quoting process—screen-by-screen—from front-end to back-end. We help prioritize data entry fields and question sets to create a comprehensive inventory of the internal data your workflow will require.

02 Rule & Workflow Review

We review the current set of underwriting rules and workflows to understand how your underwriters handle these rules and what they look for. We identify opportunities to move questions in and out of the platform so we can streamline appropriately the risks that will enable Straight Through Processing by your agents.

03 Build Data Asset

Before any decisions are made, we help you build out your quote and underwriting rules data to understand how effective those rules have been. To create a baseline going forward, we provide visibility into how often rules hit, and assess the competitiveness of your business profiles.

04 Quote Flow Analysis

Now we turn your data into an asset. We work with your underwriting team to capture the institutional knowledge and maintain what's most effective in your current process. Then we perform a quote flow analysis to streamline agent and underwriter operations.

05 Implementation

We connect your business strategy to the tactical decisions necessary for a successful launch. We automate your workflow across your platform, allow agents to issue policies without underwriter intervention on appropriate risks, and work with your underwriters so they can maximize their productivity on high value initiatives.

06 Set Expectations

Together we will define the metrics for a successful launch of your Straight Through Processing Solution. Benchmarking the number of quotes no longer referred to underwriting, identifying the impact on underwriting capacity, and defining the expected hit ratio impact will show us how your solution is performing in the market.

07 Ongoing Monitoring

Will we need to make changes or continue to expand? Absolutely! Transparent reporting will capture key metrics and allow us to measure performance relative to expectations, then make changes as needed.

08 Post-Launch Adjustments & Ongoing Support

Based on our reports we can spot shortcomings, identify enhancements, outline new business requirements, and fine-tune your product so it performs in line with your expectations.

A Track Record of Success

We've deployed Straight Through Processing Solutions for Mutual Companies including:



Greater Efficiency. Reduced Cost. Results You Can Measure.

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Automation isn't everything. When it comes to streamlining your underwriting process, MCA combines data and analytics with your organization's underwriting traditions. Straight Through Process Solutions from MCA enable your agents to issue policies on simple risks while dedicating underwriting expertise to more complex risks.



Turning Insight Into Outcomes