Capurro Insurance Case Study

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Nicolas Palacios, the company's Business Development Executive, recently spoke to us about the Core Cloud platform and how it was designed to improve both the customer experience and colleagues' working day.

Digital transformation is a powerful tool for business today – something the Gibraltar-based Capurro Insurance recognised when it approached Open GI (OGI) about a new document handling system.

"We needed to modernise our ways of working and Open GI helped."

Before working with OGI, Capurro Insurance had been heavily reliant on paper files. This was not only inefficient but the regular, high volume of printing necessary to service clients ran up costs that were avoidable with use of a digital service. Sustainability forms a big part of our business's strategy, so any proposed system needed to minimise waste as much as it needed to improve internal processes.

Our traditional way of working had become difficult to manage, not to mention expensive. But we recognised the right software would make it easier for us to liaise with agents and would also create other efficiencies that are simply not possible when working on hard copies. The team saw OGI could take the business forward, so we got in touch.

"As conversations progressed, it became clear that Open GI's Core Cloud platform had the ability to completely transform how we deal with our agents and customers."

"Open GI's Core Cloud provides Capurro Insurance with an all-round solution."

The Core Cloud platform gives Capurro Insurance everything it needs to manage mid-term adjustments and other document handling, as well as renewals and claims across the different types of insurance products we offer. It also generates rich data sets, so we can profile risk more accurately.

"Open GI's training was thorough and helped us transition seamlessly to a new, more efficient way of working."

These capabilities are particularly important for us, as the business often uses delegated authority schemes. We have strong working relationships with trusted brokers who will underwrite the risks for clients on our behalf, so it was important for any new software to simplify this process and provide a clearer view of our liabilities. Core Cloud is ideal in this respect, as it can show us the status of each account and what is required from remote brokers to progress them.

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Replacing older files with new and unfamiliar workflows can be daunting – especially when the onboarding process fails to cover all possible working scenarios. So, it was helpful when OGI invited us in for in-depth training ahead of implementation. We liked the hands-on aspect of these meetings, as they allowed us to get familiar with the product before using it 'in the field'. Our project manager and the OGI development team recognised the importance of this process and were active participants throughout the build.

OGI also emphasised the importance of the pre-configuration sheet. We provided as much detail as possible, which helped to eliminate any integration issues ahead of launch and also helped to identify where extra functions might be necessary. The development team, for instance, found it would be time-consuming for us to deal with agents using only the standard package, so enhanced processing and payment features were incorporated later on. This may seem like a small change, but it's attention to detail that's ultimately made the switch much smoother for us all.

"Throughout our partnership, the project ran smoothly, and the consultancy we received from the Open GI team was of a very high standard."

Capurro Insurance's Core Cloud system went live in January 2022. Since then, our policy administration and agent liaison has been completely transformed, with printing down 80% when compared to before. Now we're able to compete in an increasingly digital market, safe in the knowledge we're on an even footing with other insurers.

OGI has significantly improved on our previous policy administration system, lowering processing times as well as our impact on the environment.

We can now make immediate changes to our delegated authority schemes, and we're also more agile to changing market conditions and customers' requests. The company is run by a knowledgeable team who understand insurance and how technology can help push our industry forward – this more than anything is what I believe has made the project so successful.

"The system has made us more agile in what is now an increasingly digital market. We look forward to working alongside Open GI in the future, knowing the team will be able to accommodate new features with minimal disruption."

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