



Knight Insurance achieves 24-hour turn-around time with eSignature

The regional agency implemented Nintex AssureSign to streamline its client paperwork process and improve its clients' user experience by going digital.

Organization

Knight Insurance Group

Website

www.knightinsurance.com

Industry

Insurance

Country

USA

Business situation

Agents across all locations were processing client paperwork manually. This process increased the likelihood for customer fall-off and kept administration times higher than the company desired.

Solution

Nintex AssureSign electronic signature was deployed via the cloud and integrated with the company's Applied Systems' TAM software.

Benefits

Client forms executed in 1-2 days

Full-service customer support

75% of forms returned in 24 hours

Summary

For 150 years, Knight Insurance Group has provided home, auto, and business insurance to individuals and companies across the Midwest. The roots of the company extend back to 1859 when the Shawen, Stieg & Whitaker Agency incorporated in Toledo, Ohio. In those days, the company primarily sold fire insurance.

Fast forward a century later and more than twenty acquisitions to the Knight Insurance Group of today – an insurance group that continues to deliver superior customer service by providing quality insurance products and financial services to individuals and businesses of all sizes. Through the years, Knight Insurance Group’s commitment to superior customer service has remained steadfast by providing quality insurance products and financial services to individuals and businesses of all sizes.

CHALLENGE | Lengthy new client paperwork

As an Applied Systems agency management (TAM) customer, Knight Insurance Group agents are already accustomed to the benefits of reduced administration times at their agencies. Yet, Knight Insurance Group’s agents - across all locations - were still processing client paperwork manually; on average, it would take new clients two weeks to fill out and return applications. This process increased the likelihood for customer fall-off and kept administration times higher than the company desired.

After reflecting on the process, Knight Insurance Group decided to look into how to digitize all administration. Upon inspection, Knight Insurance Group system administrator, John Gauge, began searching for new ways to execute all of the paperwork. During his search, Gauge came across eSignature as a solution for streamlining the paperwork process and landed on eSign as the appropriate solution. “We decided then and there that and we didn’t want to ask our customers to print, scan or fax documents any longer,” said Gauge. “Instead, Knight Insurance Group sought to make the process of submitting paperwork easier than ever before for our customers.”

SOLUTION & BENEFITS | eSignature simplifies and speeds the process

Once Knight Insurance Group's search for an electronic signature provider was underway, John Gauge collected vendor information at the annual AppliedNet conference. At the show, John was introduced to Nintex AssureSign, which was the only eSignature provider at AppliedNet that offered an out-of-the-box integration with TAM as well as full-service customer support. After selection, Nintex AssureSign electronic signature was deployed for Knight Insurance via the cloud and integrated into Applied Systems' TAM software. In just nine days, Knight Insurance Group's eSignature capabilities were fully extended across the agency's locations.

Since launching eSignature through Nintex AssureSign, client forms that previously took two weeks to execute began coming in within one or two days, and 75 percent of forms are now returned within 24 hours of receipt. Additionally, Knight Insurance Group customers are reporting high levels of satisfaction with regard to the ease, simplicity and convenience of completing paperwork using electronic signature. "We're delivering a premier, fully modern experience to our customers," notes Gauge.

"The ease of electronic signature serves as just one more testament to our commitment to our clients' complete satisfaction when doing business with our agencies – for us, it's all about being the Agency of Choice for our customers and partners like Nintex AssureSign help us deliver the best."

— **John Gauge**, System Administrator, Knight Insurance Group

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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