



## Success Story

How Acturis, the leading insurance SaaS provider, used ProductWriter to build and enhance a wide variety of schemes for its UK based customers.



**90 %**

Reduction in time spent on monthly index linking updates



**30 %**

Decrease in time to transfer new rates into insurer products



**20 + yrs**

Partnership

## Overview

As a long term user of ProductWriter, Acturis has built a large portfolio of ProductWriter schemes for a variety of customers, covering a wide range of products from the Personal and Commercial Lines sectors.

Acturis use ProductWriter to provide customers with regular maintenance to keep them at the forefront of the ever changing market. This maintenance can take many forms; from frequent rate updates and underwriting acceptance criteria to wider initiatives supporting greater sophistication in pricing algorithms. In a highly competitive market, it is crucial that Acturis can deliver these updates to customers effectively and efficiently.

With an ever expanding portfolio of products to maintain, and growing demand for regular updates, Acturis was challenged to meet the high level of service and prompt turnarounds...

“Over the years Polaris has forged a strong relationship with its customers, Acturis included. Working closely with said customers, Polaris identifies and develops improvements to the ProductWriter toolset, keeping it up to date with the ever changing market and its customer’s workflows. To this day, ProductWriter remains the platform of choice for developing insurance products at Acturis, and we have the confidence that our suggestions will be taken on board and used to improve the overall quality of the toolset.”

**Christopher Davies**  
Software Architect  
Acturis Ltd

expected by its customers. With a large proportion of the updates being manual this consumed a significant amount of developer resource.

## Solution

During the regular ProductWriter led User Review Group meetings (which benefit from over 1,000 hours of user input annually) the ProductWriter team were able to gain an understanding of Acturis' maintenance challenges and introduce improvements to the Toolset that would not only benefit Acturis but all ProductWriter users.

The improvements were focused on reducing the amount of manual effort required to make simple updates. All rating and acceptance tables could be imported from a single, easy to read, Excel spreadsheet, allowing a quick 1:1 rate drop process.

Polaris further simplified the process by enabling schemes to reference a series of external tables. Regularly updated tables can now be assembled and updated independently, and even referenced across multiple schemes and products

## Results

By working closely with Acturis the ProductWriter team were able to alleviate the software limitations Acturis were facing. As a result, the improvements significantly increased their capability and productivity in many ways including;

- Greatly reduced the time spent processing regular pricing and underwriting updates saving developers several hours a week

- Improved their level of confidence by being able to perform many updates without altering the scheme files
- Empowers Acturis to deliver increasingly frequent updates to their customers

**For more information on ProductWriter**

**Visit** : [polaris.co.uk/productwriter](https://polaris.co.uk/productwriter)

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