Mercury Insurance Expands Automated Servicing with IVANS

Insurer expands download services with eDocs and Messages to increase ease of doing business with agency partners

TAMPA, Fla. ([PRWEB](#)) November 21, 2017 -- IVANS, a division of Applied Systems, today announced that Mercury Insurance has expanded its relationship with IVANS to further automate the exchange of insurance information to its growing network of agency partners. Leveraging eDocs and Messages download, Mercury Insurance will automate the exchange of policy-related documents and communications to ensure that agents have access to the latest details in their management system.

"Our agents play a vital role in the success of our business, and we are keenly focused on the feedback and demand for services that increase ease of doing business through this channel," said Luis Rendon, director of National Sales & Marketing Administration, Mercury Insurance. "In expanding our relationship with IVANS to automate document and message exchange, we further improve our agent experience and enable significant time savings by eliminating administrative tasks for both parties."

IVANS is the insurance industry's exchange connecting insurers, MGAs and agencies. IVANS Download automates the generation and exchange of Personal and Commercial Lines policy, Claims, eDocs and Messages, and other policyholder-related transactions from insurers to agencies and MGAs, driving connectivity between industry stakeholders to ensure that current, accurate information is continually available throughout the policy lifecycle. IVANS Download drives greater efficiency and connectivity between insurers and their agencies and MGAs and ensures that current, accurate information is continually available throughout underwriting and servicing.

"IVANS data shows that 83 percent of agents find the availability of automated insurer connectivity to be very important when selecting insurers to do business with," said Thad Bauer, vice president and general manager of IVANS Insurance. "By building out their digital servicing strategy, Mercury Insurance will benefit from additional increased operational efficiency and stronger agency relationships, as well as ensuring optimal customer experience."

About IVANS
IVANS, a division of Applied Systems, is the 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 30,000 independent insurance agencies and 380 MGA and insurer partners to enable millions of people to safeguard and protect what matters most in people's lives.

Contact Information
Courtney Rains
Applied Systems
+1 (404) 807-0846

Anne Martel
Martel et Martel Assurance
(514) 504-5070

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