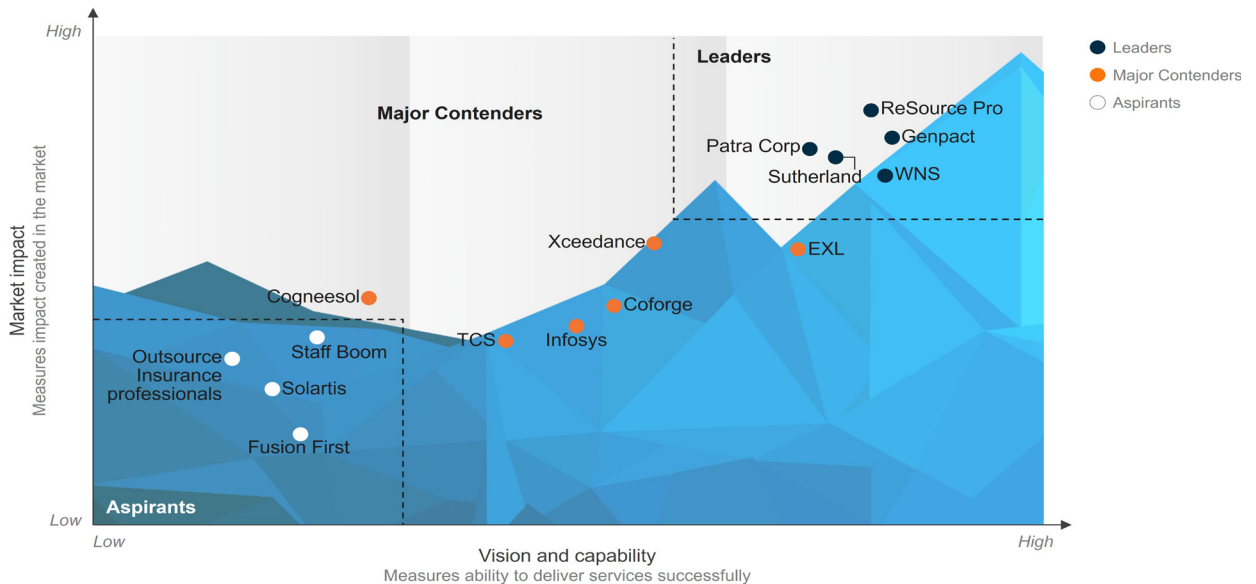


# Everest Group Named ReSource Pro as **Leader** in the PEAK Matrix<sup>®</sup> Assessment 2024



Everest Group Insurance Intermediaries Services PEAK Matrix<sup>®</sup> Assessment 2024<sup>1</sup>



<sup>1</sup> Assessments for EXL, Fusion First, Infosys, Outsource Insurance Professionals, Solartis, Staff Boom, and TCS exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers  
Source: Everest Group (2024)

This assessment has been licensed to ReSource Pro

## Company overview

ReSource Pro brings integrated solutions to insurance organizations to enable profitable growth and improve customer experience, performance ratios, technology transformation, risk management, capacity, and talent management for clients. Recognized as an industry thought leader and listed as one of the Inc. 5000 fastest growing private companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships focused entirely on the P&C insurance industry. With over 20 years of evolution, ReSource Pro has built deep domain, systems, process, data and management capabilities and provides end-to-end policy life cycle support for over 1,000 clients with a consistent client retention rate of over 96%.

# ReSource Pro profile

Resource Pro is one of the prominent players in the insurance intermediary segment, growing consistently over the last few years on the back of investments in the core intermediary business as well as acquiring capabilities through inorganic route.

The provider has made several acquisitions in the North American market to strengthen its positioning in the insurance intermediary segment. These include TowerIQ - enterprise SaaS platform for commercial insurance and MIS - focused on providing business process management solutions to MGAs.

It has a well-diversified portfolio of clients consisting of agents, brokers, and MGAs. From a product liner standpoint too, the provider has developed a range of capabilities and caters to multiple product lines, including personal, commercial and specialty lines, and employee benefits.

“Intermediaries are progressively seeking support from service providers to overcome their mounting operational expenses. ReSource Pro, being the dominant BPS provider for intermediaries, has observed significant traction. With a range of intermediary-focused solutions, multiple product lines, and inorganic growth, Resource Pro has established its position as an optimal provider within the intermediary segment,” says Sahil Chaudhary, Practice Director, Everest Group. “Furthermore, ReSource Pro has also enhanced its SaaS and other technological capabilities, emerging as a Leader in Everest Group’s Insurance Intermediaries Services PEAK Matrix Assessment 2024.”

## Suite of services

**Digital transformation** – technology-enabled business operations and analytics with RPA, AI, and ML

**End-to-end policy life cycle management** – new business, renewals, policy servicing, claims, accounting, and regulatory reporting in a global delivery model

**Transformation services** – management consulting, technology consulting, and revenue-enabling programs for producers, agencies, and insurance companies

**Operations advisory** – consulting, transition and change management, lean process mapping, operational diagnostics, and talent development

**Compliance services** – full-service compliance solutions across licensing, surplus lines filings, and corporate compliance to meet and stay ahead of regulatory requirements

**Specialized CoEs and product solutions** – employee benefits, small business book management, policy checking, submissions-as-a-service, accounting, and certificates management

## Number of clients

2021

350+

2022

400+

2023

1,000+

### For more information

[resourcepro.com](http://resourcepro.com)

[everestgrp.com](http://everestgrp.com)

call us: 888.577.7552

