CASE STUDY | MGA

MANAGED SERVICES • POLICY ADMINISTRATION SYSTEM

ReSourcePro

Speed to market with the MIS Platform and managed services

A workers' compensation insurer transitions its back-office operations onto a single managed services platform, delivering faster quotes to agents and a scalable foundation for growth.

Speed to market

Ability to launch a new program in as little as 6 to 10 weeks

Limited business interruption

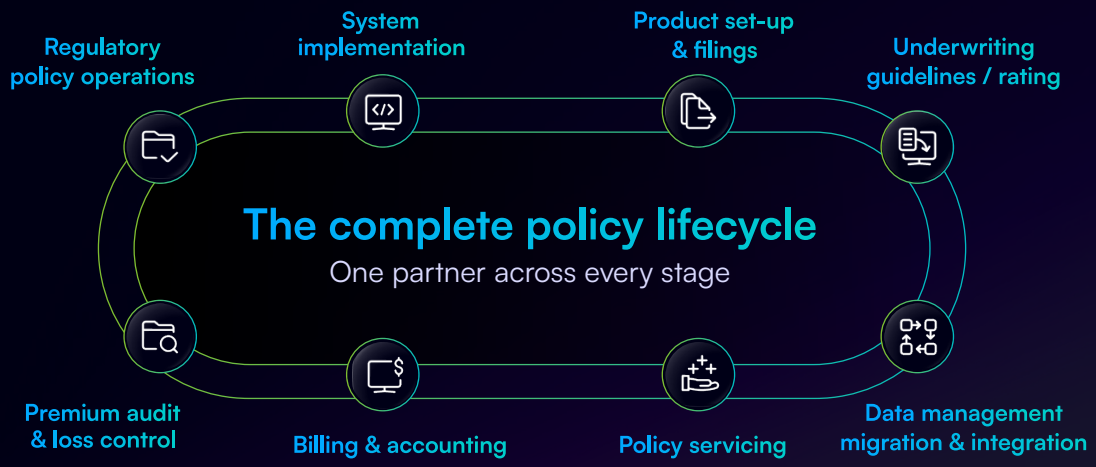
Parallel workstreams and standardized integrations keep operations running through cutover

Complete policy lifecycle process

One accountable and experienced partner across functions

> **Having iQUE live on ReSource Pro's platform creates a scalable, sustainable platform we can extend across additional Wilmington Holdings subsidiaries. It also preserves what makes us different: direct access to decision-makers and programs uniquely tailored to each insured."**
>
> **Terri Stevens, President, iQUE**

iQUE INSURANCE COMPANY
Intelligent Risk Management



About the customer

iQUE is a boutique mono-line workers' compensation insurer and a subsidiary of Wilmington Holdings. The company engaged ReSource Pro to transition its back-office operations onto the Managed Insurance Services (MIS) platform, including full historical data conversion, a new front-end portal, and ongoing managed service support. iQUE went live on July 1, 2025.

Advantages

Profitable operations

A managed, end-to-end platform drives leaner operations and sustainable margins from day one.

Positive impact to expense ratio

Consolidated systems and automated workflows reduce overhead and improve the expense ratio.

Cash benefit of the MIS platform

Running a program on the MIS platform avoids custom build costs and accelerates cash flow.

6-10 week
product launch

12
programs in 18 months

98%+
compliance scorecard

The challenge

- Vendor-driven timeline requiring a fixed go-live date with no room for slippage
- Operational continuity through a complex cutover with minimal interruption to the business
- Procedural integrity across every workflow, from underwriting to compliance
- Preserved differentiation as a boutique insurer with direct access to decision-makers
- Enterprise scalability on a platform built to grow across additional subsidiaries

The solution

- **Rating, quoting & binding** with automated rules and document management
- **End-to-end policy administration platform** from quote to renewal with automated issuance
- **Billing & financial operations** including invoicing, collections, reconciliation, and commission management
- **Compliance & regulatory reporting** with multi-state filings, NCCI reporting, and full audit trail
- **Ease of implementation** using a proven pre-built platform, standardized integrations, and paired SMEs

The outcome

iQUE went live on schedule on July 1, 2025, meeting a fixed go-live date driven by a prior vendor transition. Agents received faster quote delivery, and procedural gaps were identified and fixed during the cutover. iQUE gained a single accountable partner while preserving its boutique differentiation: direct access to decision-makers and programs uniquely tailored to each insured. The platform also created a scalable, sustainable foundation that can be extended across additional Wilmington Holdings subsidiaries.

> As part of a tight timeline driven by a prior vendor transition, ReSource Pro delivered on schedule with a high-touch implementation and minimal interruption to our business. Their team paired subject-matter experts with our counterparts across underwriting, policy administration, audit, accounting, and compliance. That level of partnership helped us identify and fix procedural gaps during the cutover, and we're already seeing faster quote delivery to our agents."
>
> —Terri Stevens, President, iQUE

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