



# Ivans eServicing™ is the solution for automated agency inquiry.

**Ivans eServicing automates agent policy, billing, claims and payment inquiries, ditching the need to respond to one-off requests.**

Your agents get your answers directly in their management systems so you can make their jobs easier, too. And because we aim to automate processes between all stakeholders, Ivans eServicing also connects you to agents' customer self-service portals. Less time working on administrative tasks? Count us in.

**“Resetting a password costs organizations time and resources. Between 20% and 50% of all IT help desk calls are for password resets, and range from two to 30 minutes to fix.”**

**Source: Gartner**



## **Allows your business to**

- Keep your agents happy by giving them quick access to policy, billing, claims and payments information without ever having to leave the management system
- Make paying easier for insureds by allowing them to pay their premiums directly from their agent's self-service portal
- Eliminate time spent managing password resets by letting agents connect without having to update local security settings in their management systems



# Capabilities

## Single Sign-On

Allows agents to authenticate themselves just once with your portal. This reduces the need for storing passwords, managing them externally or responding to help desk requests.

## One-Click Agency Inquiry

Makes it quick and easy for agents to access policy and claims information when they need it.

## Insured Bill Pay Connectivity

Creates a more seamless payment process for policyholders by letting them pay your bill via their agent's self-service portal.

## Insured Visibility

Builds trust with your insureds by providing them access to policy, billing and claims information from their agent's self-service portal.



**Agencies selected time savings and ease of doing business as the top benefits of doing business with carriers that offer automation.**

Source: Ivans Connectivity Survey 2021

## Why Ivans?

Ivans is where insurance carriers, agents, and MGAs come together to grow their businesses. Every day, our 34,000 agents and 450 carrier partners plug into technology that empowers them to better determine appetite and eligibility, swiftly produce quotes, get accurate claims and commission updates, automatically communicate policy data, and connect to one another to drive new business. With easier ways to get the day's work done, insurance professionals can open the door to more revenue without letting complexity in behind it.

**Call 855.233.9128**  
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