

## InsureZone Wins Two Call Center Software Contracts

FORT WORTH, TEXAS -- InsureZone announces two large scale call center contracts following the recent addition of new tools to its FIDO CRM platform.

The FIDO CRM platform is the operational backbone of some of the largest agencies, wholesalers and brokers in the country, and it's now available as a brandable sales and service platform to large scale call center operations as well.

"By streamlining each step of the sales and service workflow, we're internally managing a \$50mm dollar book of business with just 8 CSRs," says InsureZone CEO, John Pergande. "Our continued efforts to expand on the capabilities of this platform have resulted in two new contracts for significant call center operations."

InsureZone's rating platform supports both personal and commercial lines of business. The newly enhanced Service Dashboard allows an agency to receive, manage and complete all types of service requests online and to complete 85% of those requests with no human interaction. The service request interface collects information specific to carrier, line of business, and request type. This tool allows real-time tracking of these requests on your agency portal and includes email and chat functionality along with the automated delivery and storage of evidence documents. In addition, each service request is assigned to a CSR via customizable rules and creates a work queue for each employee in your service operation.

InsureZone is a holding company that has a unique combination of insurance services and software development that is dedicated to implementing the best methods for selling and servicing an insurance policy. The company operates in four areas of the insurance world: Software Development and Licensing, Wholesaling, Retail Agencies and Comparative Rating. The InsureZone platform allows online submissions and real-time rating for personal, commercial and surplus lines.

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