

Trace Isys boosts service capability with investment in **ServiceNow** solution

For over 30 years, Trace Isys has been a leading provider of business-critical solutions to the insurance market. Today we are proud to announce our continued commitment to our broker clients and service excellence, with an investment in and successful deployment of **ServiceNow**.

With market-leading software, OpenTWINs, Trace Isys provides an invaluable platform for many leading re/insurance organisations to streamline and manage the entire broking process from enquiry to settlement and beyond.

A key benefit of the **ServiceNow** software is the enhanced facilities it provides for monitoring service levels, both on-screen and via its reporting suite. This enables Trace to better manage Incidents and Requests and, as a result, leads to increased productivity on the service desk and improved resolution timescales.

Julian Mancell Smith, Trace Isys M.D. explains, "Trace Isys launched its first broking system in 1984 and has since continually developed business-critical software dedicated to supporting the evolving needs of the insurance market."

Our market-leading OpenTWINs products are now widely adopted by the market, both in London and in support of brokers' overseas operations. With a growing global client base, **ServiceNow** provides us with the tools we need to provide a first class service to our clients."

David Hall, Help Desk Manager and Associate Director at Trace Isys added, "**ServiceNow has enabled us to deliver a 66% drop in SLA breaches with SLA compliance now at 99.18%.**

As calls are now prioritised depending on their impact, urgency and priority, with fully automated ServiceNow Incident and Request workflows, they can be efficiently managed through to resolution."

Trace Isys is building a long term relationship with TeamUltra and are now looking ahead to working on the next stage of the project, which will focus on implementing a client-facing Customer Self-Service Portal to enable clients to log, track and respond to queries and requests as well as accessing supporting documents.

Contact us for more information about our OpenTWINs suite of insurance market-leading business solutions.

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Over the last 6 months

