

CASE STUDY

MACKAY INSURANCE

This family-owned business spent nearly 2,400 labour hours annually reviewing renewals. Aiming to speed up the process, [Mackay Insurance Brokers](#) leveraged Quandri's Renewal Reviewer resulting in measurable impacts to the company, including quicker turnaround times and a higher retention rate.

OVERVIEW

For over 40 years, Mackay Insurance Brokers has served clients in the Quinte region. They aim to provide top-tier value with the highest service and efficiency to customers, employees, and partners.

CHALLENGES

Mackay discovered that its team spends nearly 200 hours every month on the renewal revision process. In some cases, because of the high volume of policies, team members didn't review documents until three to five weeks after receiving the documents, meaning customers wouldn't hear from them upon receiving their renewal documents. Lack of staff resources and a growing backlog accelerated Mackay's need to find a better solution.

RESULTS

Mackay's use of Quandri's Renewal Reviewer resulted in:

- 2% increase in retention rate YoY
- 200 hours repurposed per month
- 35x faster reviewing client renewals
- 67% cheaper than previous manual process



"Quandri gives us the ability to focus on renewals that need the most attention. Long-term, Quandri increases our efficiency and confidence in the review process."

– Bruce Mackay, President
Mackay Insurance Brokers

ABOUT US

Quandri is an automation platform for insurance brokers to automate time-consuming and manual processes, to repurpose their staff to more meaningful work.

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