



Narragansett Bay  
Insurance

NEWS RELEASE

## **Narragansett Bay Announces new claims system as part of major technology initiative**

**PAWTUCKET, RHODE ISLAND – August 3, 2010**

Narragansett Bay Insurance Company announced that it has implemented BlueWave Technology's PipelineClaims™ software application as part of its Project APEX technology modernization initiative.

As a web based system that is available anywhere, anytime, PipelineClaims handles the full lifecycle of a claim from first notice of loss to adjustment and resolution. By combining traditional claim administration with flexible business process management and centralized claim operations, PipelineClaims helps prevent leakage, decrease losses due to fraud, and improves overall risk management.

“PipelineClaims provides us with streamlined open technology following our consistent best of breed strategy and advances us away from our legacy environment,” said Mike Anselmo, Chief Information Officer of Narragansett Bay Insurance, who created and leads Narragansett Bay's Project APEX.

Offering a high degree of flexibility, PipelineClaims was developed by BlueWave Technology to meet the ever-changing and rigorous demands of the insurance industry. PipelineClaims increases productivity and reduces operational cost by integrating with existing core administration systems including policy administration and document management.

“PipelineClaims enhances our claims process and overall customer service for our agents and clients,” explained Bob Khosropur, Chief Claims Officer for Narragansett Bay, who added: “Our new system is responsive enough to handle not only the day-to-day claims volume but also high volume during catastrophies while also capturing all the data vital to underwriting better business.”

BlueWave Technology's PipelineClaims was brought in when the Project APEX team at Narragansett Bay identified, and then selected, a system to consolidate IT processes and create more fluid claims management. Begun in 2009, Project APEX has been implemented to replace the company's in-house legacy systems and establish a highly-advanced, flexible and nimble technology environment. The technology initiative is designed to deliver exceptional client services, platform scalability, business alignment and the product agility needed to transform the homeowners' insurance marketplace. The project consists of a multi-phased implementation with a best-of-breed approach, and all systems selected as a part of Project APEX were specifically chosen for their flexible, modern architecture.

### **About Narragansett Bay Insurance Company**

Narragansett Bay Insurance Company, headquartered in Rhode Island, offers specialty insurance services and products to homeowners through an extensive network of independent agents along the Eastern seaboard. Backed by highly rated reinsurers and private equity partners, Narragansett Bay has received an “A, Exceptional” Financial Stability Rating (FSR) from Demotech, Inc., an independent

financial analysis and actuarial services firm for property and casualty insurers. To find more information on NBIC, visit [www.NBIC.com](http://www.NBIC.com).

**About BlueWave Technology**

BlueWave Technology, developer of PipelineClaims, a state-of-the-art, browser-based, technology solution that combines core claims administration capabilities with business process management (BPM) and configurable business rules, offers rich functionality to help property/casualty insurance companies, third-party administrators (TPAs), and self-insured organizations improve customer service, enhance profitability, drive down claim costs and increase customer retention rates through modern technology with the lowest total cost of ownership (TCO) available in the insurance industry today.

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