

Case Study

Location:

Northern Ireland & Wales

Brokerage Focus:

Personal & Commercial

Success With:

Broker Briefcase UK

MyWave Connect

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“Even during the COVID-19 pandemic we were able to add several new accounts by providing significant information on considerations, return to work and much more. With Zywave we were able to grow our business during the crisis and continue to provide the level of service our customers expect.”

— Paul Simpson, Account Executive at J.Hatty & Co. Insurance

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Background

J Hatty & Co. Insurance has been providing a wide range of Personal and Commercial insurances for over 40 years. They partnered with Zywave to find a solution to help them deliver reliable business information and advice to businesses 24/7. They wanted to leverage technology to better compete with larger Corporate Brokers and still provide the more personal level of service their customers expect.

Solutions

J Hatty & Co. Insurance utilises Zywave’s Broker Briefcase UK and MyWave Connect

Results

As a result, J Hatty & Co. was able to immediately see a positive impact on their business. Both new clients and existing clients enjoyed instant access to Zywave’s vast library of insurance-specific content. Now their customers have a place to access all the resources they need anywhere, anytime via MyWave Connect Self Service Portal.

J Hatty & Co’s. expertise and knowledge is further enhanced with Industry specific content found in Broker Briefcase.

J Hatty & Co. is in the process of uploading their Commercial clients into Broker Briefcase and are undergoing training to help them start email marketing to this group. They are excited about their future with Zywave