
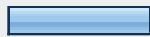

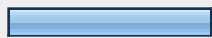
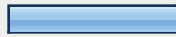















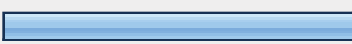
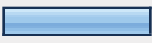


2009 Automation Survey

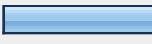

1. Do you have an agency management system?			
		Response Percent	Response Count
Yes		76.2%	734
No		21.6%	208
Don't know		2.2%	21
		<i>answered question</i>	963
		<i>skipped question</i>	0



2. What part of the country are you located?			
		Response Percent	Response Count
East Coast		30.9%	190
Midwest		25.5%	157
South		17.7%	109
Southwest		7.8%	48
West Coast		15.4%	95
Other		2.6%	16
		<i>answered question</i>	615
		<i>skipped question</i>	348





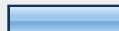
3. What type of agency management system do you currently use?			
		Response Percent	Response Count
AMS Services		32.5%	200
Applied Systems		34.8%	214
Choices Software		0.2%	1
EBix		1.1%	7
Quickfile		2.1%	13
Strategic Insurance Software		0.7%	4
XDimensional		0.3%	2
Don't know		3.4%	21
Other		24.9%	153
		If Other, please specify:	143
		answered question	615
		skipped question	348


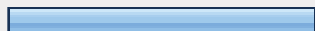

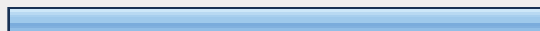
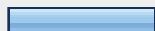

4. How would you rate your agency management system on each of the following items:							
	Poor	Fair	Neutral	Good	Excellent	Response Count	
Available tools	1.8% (11)	13.0% (80)	13.8% (85)	53.0% (326)	18.4% (113)	615	
Ease of use	3.6% (22)	11.4% (70)	15.0% (92)	53.3% (328)	16.7% (103)	615	
Price	4.2% (26)	14.6% (90)	39.0% (240)	27.8% (171)	14.3% (88)	615	
Software updates	3.9% (24)	11.7% (72)	24.1% (148)	45.2% (278)	15.1% (93)	615	
Speed and responsiveness	3.7% (23)	14.3% (88)	20.2% (124)	44.4% (273)	17.4% (107)	615	
Training	8.1% (50)	16.9% (104)	24.6% (151)	37.9% (233)	12.5% (77)	615	
						answered question	615
						skipped question	348

5. When was the last time you upgraded your agency management system?			
		Response Percent	Response Count
Within the past year		53.8%	331
2-3 years ago		22.4%	138
4 or more years ago		15.4%	95
Don't know		8.3%	51
		answered question	615
		skipped question	348

6. Would you consider switching agency management systems?			
		Response Percent	Response Count
Yes		22.9%	141
No		77.1%	474
		If Yes, please specify.	86
		answered question	615
		skipped question	348

7. Are you active in an agency management users group or other industry support group, such as AUGIE?			
		Response Percent	Response Count
Yes		20.1%	112
No		79.9%	444
		If Yes, please specify.	53
		answered question	556
		skipped question	407

8. Who is the primary user of your agency management system?			
		Response Percent	Response Count
Administrative Assistant		6.8%	38
Agency Owner		14.7%	82
Customer Service Rep		52.7%	293
Producer		8.8%	49
Other		16.9%	94
If Other, please specify:			109
answered question			556
skipped question			407

9. What tasks do you primarily use your agency management system for?			
		Response Percent	Response Count
Billing		69.6%	380
Claims Status		47.3%	258
Endorsements		70.5%	385
Policy View		82.1%	448
Single-company quote		22.5%	123
Other		22.0%	120
Other (please specify)			127
answered question			546
skipped question			417

10. Are you doing real time transactions for inquiries and/or comparative rating?			
		Response Percent	Response Count
Yes		55.2%	307
No		38.3%	213
Don't know		6.5%	36
<i>answered question</i>			556
<i>skipped question</i>			407

11. Are you using real time comparative rating for commercial or personal lines?			
		Response Percent	Response Count
Commercial		23.4%	130
Personal		43.5%	242
Does not apply		48.2%	268
<i>answered question</i>			556
<i>skipped question</i>			407

12. Please list the three main benefits of your agency management system.			
		Response Percent	Response Count
1		100.0%	556
2		88.8%	494
3		80.8%	449
<i>answered question</i>			556
<i>skipped question</i>			407