

About Us

Who is Ebix Europe?

Ebix Europe is one of the longest-established insurance technology companies serving the London Insurance Market. Established in 1992, we have been providing technology and services to many of the foremost broking and underwriting companies ever since. Our solutions and services are robust, modern and proven, developed exclusively to support the commercial insurance lifecycle. And our reputation for customer support is second-to-none.

Ebix Europe is a wholly owned subsidiary of Ebix Inc., one of the largest providers of electronic trading solutions and innovative Insurtech products to the global re/insurance market, covering both large commercial and speciality markets.

What are our electronic trading credentials?

Our expertise in this field is unmatched. We are the leading and most successful pioneers of electronic trading in the global large commercial re/insurance market and our electronic trading products and services have been in use by many of the market's leading participants since the mid-2000s.

As providers of the London Market's centralised trading platform technology and support services since 2016, our highly reliable technology has been used by some 20,000 users in over 400 broking and underwriting companies in the market for the electronic placement of around half a million placements and many more endorsements and firm orders to date, including over 340,000 placements during the Covid pandemic in 2020/21.

Our accounting and settlement technology is used by several large broking firms and over 650 underwriting companies worldwide, spanning over 10,000 users.

What is PlacingHub?

Building on our years of success powering the London Market's leading centralised placing utility, PlacingHub is Ebix Europe's new enterprise-grade electronic placing platform allowing Brokers and Underwriters to quote, bind and endorse policies digitally on a cloud-based platform.

Underpinned by our ultra-reliable and proven core electronic trading technology but with a completely new, modern user experience and significantly enhanced functionality, PlacingHub is the market's most advanced, reliable and comprehensive placement solution.

How is Ebix Europe involved in PPL (Placing Platform Limited)?

Ebix Europe has provided the electronic placement technology and support services to PPL since 2016. We expect the contract to come to an end after eight years in December 2023 or, at the latest December 2024, depending upon when PPL complete the build and rollout of their bespoke system known as PPL NextGen. Ebix Europe is not involved in NextGen and does not provide any technology or support services to it or its users.

Ebix Europe will continue to provide our latest, modern, proven and highly reliable electronic placement technology – PlacingHub – to market firms as an alternative to NextGen from March 2023.

How is Ebix Europe involved in Future at Lloyd's (Blueprint 2)?

Ebix is fully aligned to Blueprint 2 and has publicly announced our support for it. We recognise the critical importance of this market modernisation initiative, and The PlacingHub will be, and will remain, fully compliant with all new standards and technology implemented to support the blueprint. This includes being CDR and MRC v3 ready/compliant.

Data, Data and more Data

Will I have access to my existing data from PPL?

Of course – it's your data! Our upgrade pathway to PlacingHub is the only option available in London that offers you the ability to retain every single byte of your historical placement data, audit trail and configuration set up. No other platform can provide this, resorting instead to complex, cumbersome, expensive and wholly inadequate backloading and re-keying. So, to be clear, a PlacingHub user has everything they had on PPL immediately at their fingertips – all historical data, audit trail, user and organisational structures, trading partner configuration, stamps, facilities, decs, endorsements. And so on. i.e. Everything.

Will PlacingHub support GRLC 2016-10 Standards / CDR ready?

Yes, Ebix has a long-standing commitment to supporting ACORD standards and is a signatory to the ASG Licensed Integrator Partner Program to demonstrate our commitment to standards-based data and systems interoperability.

What data integration options are available on PlacingHub?

PlacingHub can provide organisations with several options to exchange data with PlacingHub using APIs, Document Digitisation, our Product Builder and data entered via the UI.

Product Roadmap

What does freedom from PPL mean for Ebix customers?

As PlacingHub is a completely independent, commercial product, free from the influence and inertia of a market organisation and its committees, we are now at liberty to work directly with our user group to prioritise change requests and choose the direction of the product roadmap. So, at last, your specific needs become our driving force – our raison d'être – and satisfying them quickly and efficiently is the prime cornerstone of our mission.

How can customers influence the product roadmap?

Rather easily. PlacingHub users have access to an interactive change request form within the platform giving them the ability to specify and influence new features and help us prioritise our roadmap, all at the click of a mouse. And both our support team and customer relationship managers are always on hand to discuss any issues, suggestions, change requests and strategic requirements. And not a committee in sight.

What is on the roadmap for PlacingHub right now?

Plenty! We have an ever-growing list of great innovative ideas for enhancements, new functionality, integrations with other vendor platforms and services, and deeper integration with other Ebix products, which include accounting, settlement and claims. None of this customer focus and innovation could be achieved to the benefit of our users while our roadmap was under the control of market committees.

What is your delivery methodology?

To support the development of our products, Ebix uses an agile development model, and we have implemented a range of sophisticated development and testing tools and processes to support this. This allows us to implement changes quickly, efficiently and safely.

What are the new features of PlacingHub?

In addition to its completely new, modern and intuitive user experience, PlacingHub includes a number of exceptionally useful and powerful new features.

Product Builder: enables organisations to build their contracts from scratch. Underpinned by structured data with CDR mapping, Product Builder can create any customisable template for both the Broker and Underwriter, including MRC; MRC v3 (previously known as the IMRC), Quote Sheets and Endorsements. The Product Builder is available either as part of PlacingHub or as a separate module.

Digitiser: Ebix has partnered with ASG to develop a document digitisation utility to extract and transform captured data points from Word, PDF & scanned documents, as is required for full CDR readiness.

Enhanced BI/MI: Ebix has partnered with Panintelligence to provide real-time management information and business intelligence reporting. These tools allow you to create graphs and data that can be automatically updated and customised to include your own annotations to be viewed within PlacingHub or scheduled for automated production and circulation. You can also automatically generate a visual snapshot of key insights for your Users, Managers and Stakeholders.

APIs: APIs have been developed to allow organisations to transfer their data on and off the platform, pre and post bind. An API Specification and integration support is available.

Can I use PlacingHub on a mobile device?

Yes, you can! PlacingHub is built using modern browser technologies and so offers a dynamic, fully responsive UI that is suitable for display on any size screen, including smartphones.

Support & training

Will I need training for PlacingHub?

Not a lot, and some people may not need it at all. We recognise that alongside the new technology, maintaining continuity and familiarity are also of paramount importance, so the new system will be familiar to a seasoned electronic placement user but still very obviously new and different. We have significantly enhanced the UI / UX for PlacingHub, dramatically improving the workflow, which will take a few hours to learn to navigate proficiently, but it is far easier and more intuitive than the old system. Additionally, a new intelligent, interactive user guide will support the user and our London-based training team will provide any training support required. Our training team have successfully trained around 20,000 users in electronic placement over the past 6 years, using a combination of classroom training, train-the-trainer and our online training and learning management systems, so we're confident that we will be able to provide you with all the assistance you could possibly need, delivered in the way you want it.

Will the UK Help Desk be supporting PlacingHub?

Absolutely. Our renowned, market leading, London-based support team will continue to support our customers, as they have for the last 30 years. The team handled around 35,000 support requests last year. Calls to our HelpDesk were answered in an average of 4.5 seconds and completed within an average of 3 minutes. Email support requests, which are often a bit more complicated, were completed within an average of half a working day. So, yes, we take support very seriously - and we deliver it. Just to make you aware, since you're asking about support, Ebix Europe is not providing ANY support services to users of PPL's NextGen system.

How do I sign up?

In a time-honoured way - we will ask you to enter into a straightforward licence and support agreement with us to cover the use of the platform, which includes an interchange agreement to set out the rules for electronic interaction with your trading partners.

We have several licensing options, dependent on how you use the platform, and our account management team will be delighted to discuss these with you. We know PlacingHub offers an extremely high value solution with peerless support and we are confident you will agree.

To start the conversation, contact James Pring (james.pring@ebix.com) - Ebix Europe Sales Director.

Ebix Europe are working with Panintelligence and ASG to bring you PlacingHub

panintelligence

