



Southern Insurance Underwriters,  
Inc.  
Alpharetta, GA  
www.siuins.com

**Industry:**

Insurance

**Employees:**

168

**Oracle Products & Services:**

Oracle Documaker  
Oracle Documaker Desktop

**“Oracle Documaker Desktop enables us to eliminate duplicate entry and increase efficiency. We have been using Oracle Documaker from the beginning and feel it is the most appropriate platform as we move forward.” – Wes Dusenberg, President, Southern Insurance Underwriters, Inc. (SIU)**

**Southern Insurance Underwriters, Inc. Streamlines Policy Issuance with Document Automation Solution**

Southern Insurance Underwriters, Inc. (SIU) is a managing general agent that represents more than 35 admitted and non-admitted specialty insurance companies, Lloyd’s of London, and several standard insurance companies. It has a broad range of property, casualty, and transportation products, and specializes in hard-to-place, specialty and excess and surplus (E&S) insurance lines’ risks. More than 2,500 independent insurance agents in Georgia, South Carolina, Florida, Alabama, Tennessee, and Virginia represent the company.

**Challenges**

- Improve ease of doing business with agents and carriers to help the established company continue to grow written premiums
- Accelerate underwriting and policy production and issuance processes
- Keep costs down and reduce the risk of errors and omissions (E&O) in document and policy preparation

**Solution**

- Gained the ability to efficiently manage and maintain more than 30 libraries of policy documentation and forms from SIU’s carrier partners using Oracle Documaker
- Enabled SIU to import data directly into Oracle Documaker Desktop—from the company’s agency management system and various databases—for a single-entry transition that drives down costs, accelerates policy issuance, and reduces E&O exposure
- Allowed SIU and its independent agents to focus on new business opportunities rather than administrative tasks, such as data entry
- Enabled SIU to get policies out to the agent sales force rapidly to ensure high levels of customer service