

WHAT IS ACT?

'ACT' is the Agents Council for Technology. We are an industry leader in helping our independent agencies and carriers implement innovative technologies and workflows faster and more consistently.

HOW DO WE OPERATE?

Our mission is to bring all independent agent & broker distribution stakeholders together to advance the use of the most effective agency workflow technologies which enhance productivity, sales & marketing, service, and security.

By using work groups and in-person meetings we develop practical information, best practices, webinars and tools to assist agencies, brokerages, carriers and vendors in implementing more effective processes and technologies.

WHAT ARE WE WORKING ON?

- [Strategic Future Issues](#) work group - Focuses on emerging technology trends and how our industry should react. Our 'Hard Trends' include 'mobile first', social culture, our connected society, business intelligence/analytics, risk, information security, and regulatory changes. The SFI work group directs the action of many other ACT work groups and has just released a [2018 Key Trends](#) report. The group also recently released an '[IoT Deep Dive](#)' to advise our industry's strategic planning leaders. The group is currently working on a 'deep dive' on Artificial Intelligence ('AI').
- [Changing Nature of Risk](#) work group - Technology is changing how our industry must react to risk. This group focuses on trends like the IoT, Drones, Telematics, Smart homes, AI, Blockchain, et al., to determine what actions we must take through '[Risk Advisories](#)'.
- [Security Issues](#) work group - This group addresses emerging security issues and determining what guidance we need to provide our IA distribution, including an '[Agency Cyber Guide 2.0](#)' which covers all cyber regulations and includes access to cyber vendor providers. Some of the topics being covered are; data encryption, updating security plans, data breach and laws, mobile devices, texting, & providing agency [Security Issues Pocket Guide](#) and '[Cyber Hygiene](#)' tool kits. The groups is currently updating the Agency Cyber Guide to version 3.0, as well as creating additional ADA/Accessibility resources.
- [Disaster Planning](#) work group – has completed a comprehensive [Agency Disaster Planning Guide](#) as the industry resource for agencies to be fully prepared for catastrophic storms and other disasters - for themselves and their customers.
- [Customer Experience](#) work group – has developed a first-of-its-kind [online CX planning tool](#) to help agents understand all touchpoints in our customers' insurance journey, and create an experience that stands out from competitors. The CX group is now extending functionality to include an online agency CX assessment, to be completed by Q4/19.
- [Small Commercial Real Time Rating](#) work group - Working to 1) facilitate improvement, consistency, and [Small Commercial Rating Best Practices](#) education on existing 'Bridging' functionality from management systems to carrier sites, and 2) determine direction and advocacy for the desired end-state of consistent Real Time Comparative Rating for Small Commercial Lines.
- [API](#) work group - Created in Jan 2019, this group is focusing on clarifying the challenges and opportunities with APIs in our distribution channel. The group is now working on creation of an 'API Partner Security Guide' to guide partner planning.
- ACT supports many industry initiatives to positively impact agent workflows, real time, digital, wholesale brokers, and single-sign on via the [ID Federation](#), the [WSIA](#), [AUGIE](#), and [ACORD](#).

ACT Meetings: We hold two in-person ACT Meetings bringing together carriers, vendors, agents, user groups. Our next meeting is October 23-24, 2019 in Fort Worth, co-locating with the EZLynx AgentLynx Conference. Attendance is *free* for agents, as well as supporting carriers & vendors - Register [HERE](#).