



Innovation Group: Redefining Claims Management for the MGA Market

In today's evolving insurance landscape, MGAs are expected to deliver faster, smarter, and more cost-effective claims solutions, without compromising on customer experience. At Innovation Group, we understand these pressures. For over 25 years, we've been the trusted partner to some of the world's leading insurers, brokers, and MGAs, providing technology-driven, people-led claims solutions that deliver real impact.

Whether its managing complex property claims or streamlining motor claims at scale, we combine deep technical expertise with advanced digital tools and an end-to-end supply chain. The result? Better outcomes for your business and your customers.

Tailored for MGAs: Built-In Agility, Backed by Data

MGAs need to operate with agility, precision, and a distinctive edge. That's why we don't offer off-the-shelf solutions. Instead, we align with your operational model, combining automation, analytics, and human expertise to help you deliver standout service, maintain compliance, and maximise value.

Why MGAs Choose Innovation Group:

- Seamless Customer Experience

Our omni-channel journey, from FNOL to settlement, is clear, simple and jargon-free. Customers stay informed and in control through SMS, push notifications, chatbots, and explainer videos, driving satisfaction and reducing complaints.

- Operational Efficiency and Cost Control

By reducing indemnity spend, shortening claim lifecycles, and automating admin-heavy tasks, we help you unlock savings while allowing teams to focus on what really matters most – supporting customers and controlling your spend.

- Real-Time Insights to Power Better Decisions

Our advanced analytics and PowerBI dashboards give MGAs live visibility over performance and risk. This enables smarter underwriting, early intervention, and proactive claims and portfolio management.

- True End-to-End Claims Management

Whether for Motor, Property or Liability losses, we offer true 24/7 end-to-end management of the claim for you and your customers. This provides our clients with defined ownership and true accountability for results.

Motor Claims: Digitally Driven, End-to-End Control

With more than 300,000 FNOLs handled annually, we offer 24/7 motor claims management with rapid triage, seamless intervention, and full visibility throughout. Our AI-powered chatbot accelerates third-party capture and supports our in-house repair triage, driving cost control and improving conversion.

Our digital-first ecosystem keeps customers informed throughout their journey, leveraging mobile phone Wallet technology for real-time push updates, and our Virtual Assistant to answer common queries instantly. It's a modern claims experience that feels as effortless as it is efficient.

Through our nationwide repair network of over 200 trusted partners, we achieve market-leading conversion rates (over 80%) and drastically reduce costly non-network repairs.

This technology led solution is supplemented by exceptional technical handling for credit hire and personal injury losses by our team of experienced handlers.

Property Claims: Technical Strength Meets Total Control

We do more than manage claims – we own the process. Our fully integrated in-house property supply chain gives us complete control over delivery, quality, and cost. From drainage and reinstatement to arboriculture and underground services, we ensure consistency and speed, even during surge events.

Our Chartered Loss Adjusters and Claims Specialists support MGAs across all key property and casualty classes:

- Domestic and commercial property
- Business interruption
- Contractors all risks
- Casualty and professional indemnity

We understand the nuances of MGA portfolios and policy wordings, and we're well-versed in London Market standards. As a Lloyds Claims administrator, we're strategically positioned to bring even greater value to London market clients.

Transparency Through Technology: The Business Intelligence Portal

Our PowerBI-powered Business Intelligence Portal gives clients a single, real-time view of claims performance. With interactive dashboards and deep-dive analytics, MGAs benefit from:

- Live claims tracking
- Interactive dashboards
- SLA and KPI monitoring
- Operational performance insights
- Underwriting and pricing intelligence
- It's more than just reporting it's a strategic tool to drive sharper, faster decisions.
- Technology and Talent: A Smarter Claims Ecosystem

At Innovation Group, we believe the best results come from the right balance of technology and people. We invest in intelligent systems that enhance – not replace – our team's expertise. From automated workflows and smart risk modelling to intuitive communication tools, we empower MGAs to deliver with clarity, speed and control.

Our platforms are built to flex with the demands of your business, especially during surge events. And as our technology continues to evolve, we're constantly finding new ways to improve efficiency, compliance and customer experience.

A Proven Partner for MGAs

MGAs need more than a service provider. They need a partner who understands their challenges, aligns with their goals, and delivers every time. Whether it's scaling operations, improving claims economics, or elevating the customer journey, Innovation Group is the partner MGAs trust to deliver.

Let's Talk

Ready to explore a smarter, more transparent, and more agile approach to claims? Let's talk about how we can support your strategy and help your business stand out in a competitive market.

Contact Us Today to Discover How We Can Support Your Claims Strategy:

Email: salesandmarketing@innovation.group

Website: www.innovation.group

LinkedIn: [Innovation Group UK \[linkedin.com\]](https://www.linkedin.com/company/innovation-group-uk)

YouTube: [Innovation Group Channel \[youtube.com\]](https://www.youtube.com/channel/UC...)

