

# Strategic Priorities 2020-2021

Highlights include investment in systems, infrastructure, service and a new home office.

- Core System Replacement
  - Creating a market-leading Ecosystem integrating multiple best-in-class providers for quoting, rating, proposing, billing, administration and claims management
- Platform integration
  - Moving from agile adapter to market innovator in leader in connectivity
  - Proprietary MatrixLink®
  - Workday® Software Partner
  - API development targeting key platforms
- Broker, Client and Customer Self Service Tools
  - Launch of expanded claim submission and management tools for employers and claimants
  - Launch of a new secure broker portal and toolset
  - Launch of an expanded client service portal
- Leave and Paid Leave Compliance
  - As statutory disability and leave laws proliferate, we are the most experienced insurer/administrator in the market
  - Driving national account expertise down market