

# CASTLEBAY CONSULTING

## Insurance Solutions Experts

**Contact:**

**CastleBay Consulting Corp.**

Susan Douglas

Solomark Associates

[susan@solomark.com](mailto:susan@solomark.com)

847-895-2634

### **ARROWHEAD General Insurance Agency Looks to CastleBay Consulting for Requirements Definition and Software Selection Assistance**

*Arrowhead and CastleBay project to deliver requirements for new system while documenting legacy environment*

**Austin, TX, May 20, 2010** — CastleBay Consulting Corporation, a consulting services firm specializing in providing high impact consulting services to the property & casualty insurance market, today announced that ARROWHEAD General Insurance Agency (Arrowhead) has retained CastleBay to help structure and support a project to develop requirements for a new policy administration and billing system for Arrowhead's automobile line of business. The engagement also includes CastleBay's oversight of Arrowhead's RFI process, including the scoring of RFI responses leveraging CastleBay's time tested scoring methodology.

As part of the project, CastleBay will conduct a detailed analysis of Arrowhead's current policy administration system. While the analysis of the current system will provide input for the new system requirements, the effort will also help Arrowhead better understand the existing operating environment and provide documentation for the currently undocumented legacy system.

Commenting on the engagement of CastleBay, Arrowhead's President of Commercial Lines Stephen Boyd, said, "I have known George and his team for some time and have heard nothing but good things about their work. We looked to CastleBay to help us in our requirements definition and software selection projects because they offer a proven and methodical approach which will help us formalize our needs and thoroughly assess the available options in order to make the most informed decision."

1250 South Capital of Texas Highway  
Building 3, Suite 400  
Austin TX 78746

[www.CastleBayCousulting.com](http://www.CastleBayCousulting.com)

# **CASTLEBAY CONSULTING**

## **Insurance Solutions Experts**

Boyd added, “Our existing system has performed well, but the older technology is now proving to be a constraint. The nature of our business requires us to be very agile and ready to move on a dime in order to take advantage of windows of market, product, and carrier opportunity. With CastleBay’s assistance, I am confident we will find a new policy administration and billing system that will serve us well into the future.”

“I appreciate that Arrowhead has selected us for this project,” noted CastleBay CEO George Grieve. “Understanding system requirements for core insurance processing systems and assisting in the evaluation and selection process are the heart and soul of what we do. We look forward to working with the Arrowhead team to really get inside of the current system and to help formulate a comprehensive set of requirements for their new solution.”

### **About Arrowhead General Insurance Agency, Inc.**

Arrowhead General Insurance Agency, Inc., headquartered in San Diego, is an independent national insurance program manager for commercial and personal products and is one of the largest privately held general agencies in the U.S. with \$716 million written premium in 2008. Arrowhead’s relationships with strong insurance carriers provide stability for its nationwide network of producers. We invite insurance agencies and companies from coast to coast to grow with us. For more information about our products and services, please visit us at [ArrowheadGrp.com](http://ArrowheadGrp.com).

### **About CastleBay Consulting Corporation**

Austin, Texas based CastleBay Consulting was founded in 1998 to provide high impact consulting services to the Property & Casualty insurance market. Services include strategic systems planning and acquisition; quality management; program and project set up, management and assessment; business process and requirements analysis; and related software implementation services.

CastleBay’s consultants average more than 25 years of insurance industry experience and represent a wealth of experience as executives and officers from world-class vendor and insurance carrier companies.

To learn more about CastleBay Consulting’s services, call 512.329.2619 or visit the website at [www.castlebayconsulting.com](http://www.castlebayconsulting.com).

1250 South Capital of Texas Highway  
Building 3, Suite 400  
Austin TX 78746  
[www.CastleBayCousulting.com](http://www.CastleBayCousulting.com)