

Mission Underwriters Exceeds Internal KPIs with Speed-to-Value Execution Strategy Benefiting Program Administrators

Mission Underwriters, headquartered in Atlanta, GA, is a technology-driven property and casualty underwriting platform empowering underwriting teams in the commercial lines segment. The company provides essential resources including technology infrastructure, back-office processes, claims management oversight, and risk-bearing capacity. This allows underwriting teams to focus on serving their customers' needs while leveraging a configurable platform that accelerates market entry and maximizes growth potential.

**2021**

YEAR FOUNDED

2022

ADOPTED ORIGAMI

missionunderwriters.com

WEBSITE

At A Glance

REQUIREMENTS

- Cloud-based SaaS solution capable of drawing on microservices and API exchanges
- A single integrated policy administration system to maintain cohesion across diverse programs
- Unified approach to data governance for delivering qualitative data to support program performance monitoring

PRODUCT SUITES

- Policy Administration
- Billing

RESULTS

- Launched first program series in 90 days, with some new series launching in as few as 60 days
- Signed nearly 30 program series and implemented almost 60 diverse lines of business in four years
- Achieved \$32 million in GWP in the first year, exceeding initial target by 88%
- Reached \$184.3 million GWP in 2022, 40% over target, \$280 million in 2023, and over \$500 million in 2024

The Requirements

From its origins in 2021, Mission's founding goal was to provide technology expertise, capital resources, connections to capacity providers, and a suite of back-office support for talented teams that help them rapidly realize success.

To execute such a progressive agenda, the Mission team knew that technology would play a vital role and would have to excel in delivering speed, stability, and data integrity. Additionally, with an expected diverse array of partners, geographies, and programs to support, Mission needed to make sure its technology-based tools were flexible enough to meet each client's needs.

An analysis of Mission's strict requirements led them to narrow the search for a cloud-based SaaS solution that could draw on microservices and API exchanges within its ecosystem. The order was a tall one, as it also needed to operate from a single integrated policy administration system to keep everything cohesive and avoid the need for different programs utilizing disparate systems. A unified approach to data governance would enable Mission to deliver more qualitative data to help individual program administrators closely monitor performance.

The Solution

Mission Underwriter's search led them to partner with Origami Risk, whose versatile multi-tenant SaaS core insurance platform offered the flexibility to deliver speed and versatility at scale. Regarding the selection, Alex Williams, chief technology officer for Mission, stated, "Advancements in technology are constant; what's new today is outdated tomorrow. Having a strategic platform partner such as Origami enables us to focus on customer needs through a digitally enabled, quick to market insurance solution."

Within six months of its launch in 2021, Mission was fully up and running. They were immediately met by intense demand for its business model and began working on the first program implementation. In taking a program administrator series live, Mission's role is one of structure, helping form requirements for a successful launch. It's not uncommon for Mission to partner with Origami or service integrators such as Deloitte to guide the development efforts, with RCG providing quality assurance testing and tooling.

The success of each Mission client contributes to growing expertise into new areas of commercial insurance and geographic markets while fueling stronger relationships with ecosystem partners for even faster, more effective outcomes.

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Alex Williams

CHIEF TECHNOLOGY OFFICER
Mission Underwriters

This approach has yielded incredible results.

Mission launched their first series in only 90 days and routinely manages between 6-9 active implementations at any one time.

The Results

Four years from starting operations, the Mission model has proven to be a winner. Despite facing some initial challenges during implementation, the collaboration and partnership between the two teams ensured a successful outcome and positive results. The company has now signed nearly 30 program series and implemented almost 60 diverse lines of business ranging from environmental liability and surety bonds to cyber and pet business. Meanwhile, implementation timelines have accelerated, with some new series launching in as few as 60 days.

Financial results have been equally impressive. During the first year in operation, Mission reached \$32 million in GWP, exceeding an initial target of \$17 million by 88%. In 2022, GWP reached \$184.3 million, 40% over a target of \$131 million. 2023 experienced a 36.6% increase YoY, and finished 2024 at over \$500 million.

Mission has an appetite to help program administrators capitalize on new opportunities, which in some cases necessitates looking at technology in new innovative ways. This approach allows underwriters to specialize in extensive relationships within their respective industries knowing they are continually supported after launch with technology, back-office support, capacity resources, and marketing assistance.



About Origami Risk

Origami Risk provides integrated SaaS solutions that simplify risk, insurance, compliance, and safety management. Origami delivers its highly configurable RMIS, GRC, EHS, and Healthcare risk management solutions from a secure, scalable platform that includes tools for centralizing data, automating critical workflows, and providing insights into risk and safety initiatives. A singular focus on client success underlies Origami's approach to developing, implementing, and supporting our innovative, award-winning software.

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