Policy Administration System Evaluation Checklist for Smaller Insurers

1. Core System Fit

- [ ] Does the system support the specific insurance products you offer (P&C, life, health, specialty lines)?
- [ ] Can business rules, workflows, and page layouts be configured on the screen, without custom coding?
- [ ] Does the system handle your specific rating, underwriting, billing, claims, and reporting needs?
- [ ] Is the interface user-friendly for your staff, agents, and policyholders?

2. Flexibility & Configurability

- [ ] Can you easily adjust business rules, workflows, or product configurations as your needs change?
- [ ] How much can be configured by your team vs. requiring vendor or developer involvement?
- [ ] Does the system support adding niche or custom products?
- [ ] Are there on-screen, point-and-click configuration tools for your operations team?

3. Scalability

- [ ] Can the system handle increases in policy volume as you grow?
- [ ] Does it support adding new distribution channels (agents, MGAs, digital platforms, embedded insurance)?
- [ ] Do system upgrades happen automatically, or do they require your time, money, and effort?
- [ ] Can performance and system capacity scale without heavy infrastructure costs?

4. Integration & Ecosystem

- [ ] Is the system modular and can it integrate with systems you do not plan to replace?
- [ ] Are there pre-built integrations for key third-party services (payment processors, regulatory feeds, analytics, reinsurers)?
- [ ] Is the system API-friendly for future integrations?
- [ ] How is data imported/exported — is it clean, secure, and efficient?

5. Vendor Support & Relationship

- [ ] Does the vendor provide a dedicated account manager or support contact?
- [ ] What is their typical response time for small clients?
- [ ] Do they offer support in your time zone or language?
- [ ] How strong is their implementation and training process?
- [ ] Do they have experience working specifically with small or midsize insurers?

6. Total Cost of Ownership (TCO)

- [ ] What is the full breakdown of upfront costs (licenses, implementation, data migration)?
- [ ] What are the ongoing costs (maintenance, support, upgrades)?
- [ ] Are there hidden or "gotcha" fees (customization, API calls, storage, extra users)?
- [ ] Can you flexibly scale costs as you grow, or are you locked into large-enterprise pricing models?

7. Technology & Future Readiness

- [ ] Is the system cloud-native, SaaS, or stuck on-premise?
- [ ] How often does the vendor release updates or new features?
- [ ] Is the system capable of leveraging AI and predictive analytics tools?
- [ ] Does the system offer a digital customer portal?

8. Risk & Continuity

- [ ] What is the vendor's financial stability and market reputation?
- [ ] What is their customer churn rate, especially among small insurers?
- [ ] How does the vendor handle data security, disaster recovery, and backups?
- [ ] Is there an exit plan if you want to migrate away in the future — how accessible is your data?

Scoring Template

Based on your answers above, rate each vendor on a scale of 1-5 for each of the following categories.
(1=poor, 5=excellent)

Category	Vendor 1	Vendor 2	Vendor 3
Core System Fit			
Flexibility & Configurability			
Scalability			
Integration & Ecosystem			
Vendor Support			
Total cost of Ownership			
Technology Readiness			
Risk & Continuity			
Total Score			