



**B.O.S.S.**  
BY WATERSTREET

**CASE STUDY**

**BACK OFFICE SERVICES SUITE**

# **STREAMLINING PRINT & MAIL OPERATIONS FOR P&C INSURERS**

Learn how **BOSS** empowered Co-Operative Insurance Company to streamline their print & mail operations while freeing up internal resources.



## OVERVIEW

Co-Operative Insurance Company, a Vermont-based insurer with over a century of history, partnered with BOSS to streamline its print and mail operations. By moving away from costly in-house printing, Co-Operative freed up valuable internal resources while gaining a more efficient, reliable distribution process. The partnership stood out for its ease of implementation, clear communication, and BOSS's understanding of insurance workflows. The investment in their distribution operations delivered meaningful operational benefits and allowed Co-Operative to focus more effectively on core business priorities, making the relationship a lasting success.

## CUSTOMER PROFILE

Co-Operative Insurance Company, founded in 1915, provides personal, commercial, and farm insurance across New Hampshire and Vermont. Guided by a mission to offer financial security and trusted protection with integrity and care, Co-Operative is committed to both its community and employees. The company's strong focus on work-life balance has earned it recognition as one of Vermont's Best Places to Work for eight consecutive years.



### Lines of Business



#### Commercial

- Business Owners
- Commercial Auto
- Commercial Umbrella



#### Personal

- Homeowners / Mobile Homeowners
- Dwelling Fire
- Personal Auto
- Personal Umbrella



#### Farm

- Package Farm Owners
- Mini-Farm Owners
- Farm Umbrella

### Annual Written Premium

\$127 Million

## BUSINESS CHALLENGES

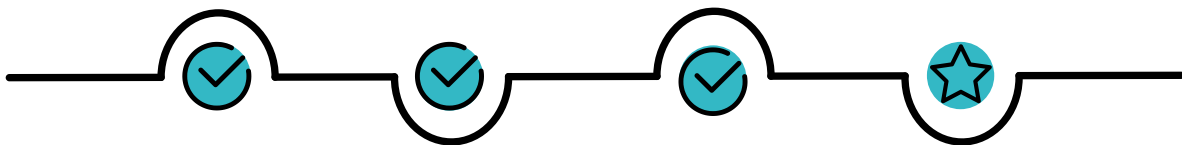
Managing print and mail distribution in-house was straining Co-Operative Insurance's resources. The team faced high printer lease and maintenance costs, expensive supplies, and the daily manual labor involved in printing, stuffing, and mailing documents. Equipment breakdowns and inefficiencies added to the burden. These challenges not only consumed valuable internal resources but also made it harder for the company to focus on its core insurance operations.

## THE SOLUTION



Co-Operative Insurance selected BOSS as their print and mail partner because of the team's willingness to collaborate from day one. BOSS offered a simplified approach that didn't require time-consuming workflow studies, making the transition easier for Co-Operative. The partnership was built on trust, clear communication, and a non-pushy, responsive working style. BOSS's strong understanding of insurance workflows and systems like Guidewire InsuranceNow further reinforced their decision.

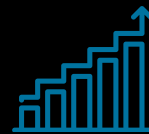
## IMPLEMENTATION & ONBOARDING EXPERIENCE



Co-Operative Insurance described the onboarding experience with the BOSS team as both professional and friendly. The process felt approachable, with open communication making it easy to explain their requirements. BOSS demonstrated a clear understanding of those needs, and the actual cutover to the new system was smooth and straightforward, making implementation easier than expected.

## RESULTS & BENEFITS

Since outsourcing print and mail operations to BOSS, Co-Operative Insurance has seen significant benefits in freeing up internal resources that were previously dedicated to printing, stuffing, and mailing documents. While an investment was made in distribution operations, the time and labor saved have made it worthwhile. The reduced internal workload has allowed the team to focus more on core business activities, making the partnership a net positive from both an operational and resource management perspective.



## ADVICE FROM CO-OPERATIVE INSURANCE

Co-Operative Insurance advises other carriers considering outsourcing their print and mail operations to prioritize working with a vendor that offers ease of use and clear communication. It's important to choose a partner that understands the printing process and workflow requirements, such as USPS verification, pulling occasional policies prior to mailing, and ensuring proper timing for critical notices like cancellations. Familiarity with systems like Guidewire InsuranceNow is also a key advantage.

**“We have really enjoyed our relationship with WaterStreet and would recommend them to anyone who asks. Working with Austin and his team has been a great partnership.”**

**– Co-Operative Insurance Company**



BOSS is the back-office services division of WaterStreet Company, delivering U.S.-based, P&C-certified operational support for carriers, MGAs, and Insurtechs. From underwriting assistance to payment and document processing, we help you reduce expense ratios, scale efficiently, and elevate service with confidence. Connect with us to learn how BOSS can streamline your operations.

## Contact Us

 406.333.1989

 [info@waterstreetcompany.com](mailto:info@waterstreetcompany.com)

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