

Markel modernizes underwriting intake to drive \$30M in new quarterly premiums

Markel, a Fortune 500 specialty insurance company with more than 5,000 employees worldwide, set out to modernize how underwriting work entered the business. As part of a broader initiative to improve underwriting efficiency and scale premium growth, Markel focused on optimizing submission intake — the most manual, fragmented, and error-prone part of the underwriting process.

By partnering with Indico Data and implementing the Intake & Orchestration Platform, Markel standardized how submissions entered underwriting, reduced manual effort, and dramatically increased throughput. After a 10-month planning and pilot phase, Markel significantly increased its ability to review high volumes of policy submissions and now generates an additional \$30 million in underwriting premiums per quarter.

The challenge: manual intake limiting underwriting capacity



Prior to Indico, dozens of employees manually sifted through high volumes of unstructured submissions arriving via emails, loss runs, spreadsheets, charts, and attachments. Critical underwriting information was scattered across subject lines, email bodies, and multiple documents, creating significant operational bottlenecks.

Markel's global footprint added further complexity. Submissions arrived in different languages, formats, and regional variations, amplifying inconsistency and increasing the risk of human error.

As submission volumes increased, the existing intake process made it difficult to quickly assess risks, prioritize opportunities, and respond to brokers in time. The organization faced mounting pressure to increase headcount, rising operational costs, and the risk of leaving premium opportunities on the table while weakening control over its risk profile.

The goal: modernize how work enters underwriting



Markel's goal was to streamline submission intake so underwriters could focus on underwriting decisions rather than administrative work.

The company recognized the need to standardize how work entered underwriting, deliver clean, system-ready data downstream, and ensure the right opportunities were identified and acted on quickly — without forcing underwriters to change how they worked.

The solution: intake and orchestration built for unstructured underwriting work



Markel had previously attempted to address intake challenges, including acquiring a data intake company. However, traditional approaches failed to deliver measurable results due to the inherent complexity of unstructured insurance data.

Document-based workflows remained costly and required multiple manual touches. Rules-based tools and RPA solutions struggled with “fuzzy,” variable submissions and could not scale across regions, formats, and lines of business. Markel selected Indico Data to serve as the intake and orchestration layer for underwriting. Partnering closely with Markel and its existing technology ecosystem, Indico delivered a solution intentionally designed to integrate with Markel’s underwriting workbench and downstream systems.

The platform was configured to ingest, enrich, and standardize unstructured submissions at enterprise scale while adapting to Markel’s processes rather than forcing process change. After several iterations and feedback cycles, Indico demonstrated the solution to Markel’s executive leadership and steering committee, who approved full production deployment just one month later.

The results: transformed underwriting and claims operations



With Indico in place, Markel rapidly increased underwriting capacity without adding headcount.

Manual effort required to review submissions dropped significantly, while processing speed increased dramatically. At peak volume, Markel now processes up to **1,200 submissions per day**, enabling underwriters to handle more opportunities with greater confidence.

By standardizing how work entered underwriting and delivering clean, complete, system-ready data, Markel unlocked measurable business impact — generating an additional **\$30 million in underwriting premiums per quarter**.

Beyond financial gains, underwriting decision quality improved. With a comprehensive and reliable view of submission data, underwriters could evaluate risks more precisely and avoid missed opportunities caused by incomplete or delayed information

Looking ahead

With intake modernized and underwriting capacity scaled, Markel has established a durable foundation for continued growth.

By rebuilding the front door of underwriting operations, Markel transformed intake from a constraint into a competitive advantage — enabling faster responses to brokers, stronger risk selection, and sustained premium growth without operational sprawl.