ebroker

The strategic partner for the digital transformation of the insurance broker

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ebroker, a business project

ebroker is the answer to **insurance brokers' needs** in the context of the **new digital economy** and consequent process of transforming a **business,** its **customer** base and the entire **consumer society**.

As a business project, it represents an **alternative to the industry tradition** of tech solutions for comprehensive broker management and provides the **differential value** of being spearheaded by **professionals** with **long-standing experience and expert knowledge of the insurance sector** in general and **insurance mediation** in particular.

It has **evolved** from the conception of a **simple management software** to a **market-leading global solution** for the implementation of the **insurance brokers's business strategy,** providing **technology for knowledge** and decision-making through a clear **commitment to the data exploitation.**

ebroker is a clear **technology benchmark** in the Spanish insurance sector, a **strategic partner** to accompany insurance distribution companies in their digital transformation process.

ebroker brings to the world of brokerage an approach that **prioritises reducing administrative burdens** as a surefire way to **free up resources** and consequently **refocus efforts on sales work and reaching out to customers** to **boost empathy and drive loyalty**.

Its **extensive functional capabilities,** in constant evolution and innovation, **modern technological architecture,** information **security environment, ability to adapt to sector regulations and applicable laws,** the reliability of the **business model** that supports it and the fact that it is a company made **by brokers for brokers** explains way **over 700** insurance distribution companies place their **trust in ebroker** as a technology partner to day.

By brokers for brokers

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https://damserver.ebroker.es/doc/ebroker_book_A_en.pdf

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SOCIAL MEDIA

www.linkedin.com/company/ebroker
www.twitter.com/ebrokeres
www.facebook.com/ebroker.es/
https://www.instagram.com/ebroker.es/
www.youtube.com/user/ebrokerES

THE COMPANY

ebroker is framed within the business context led by **E2K Global Business Solutions, S.A.,** a Spanish company specialising in value services for insurance brokers, established in 2001, with a paid-up capital stock of €1,046,622.59 and which provides continuous accreditation of its great **financial strength, capacity for innovation and leadership** in the insurance distribution sector in Spain.

heart of a broker

OUR COMPANY CULTURE: MISSION, VISION AND VALUES

We are an insurance broker's through and through, firmly committed to a mission, vision and values rooted in the wellbeing of all the people in our business community.

MISSION

To drive the ongoing **modernisation and evolution** of **insurance mediation** by developing, implementing and leveraging **new technologies** in the form of **business cooperation** between brokers.

COMMITMENT - EFFORT
ACHIEVEMENT - TEAMWORK

VISION

To shape the **leading insurance distribution community on the Spanish insurance market, led by brokers** that guarantee a **balance** between the application of **technology**, insurance activity **knowhow** and the **needs** of **new business models** for the digital society.

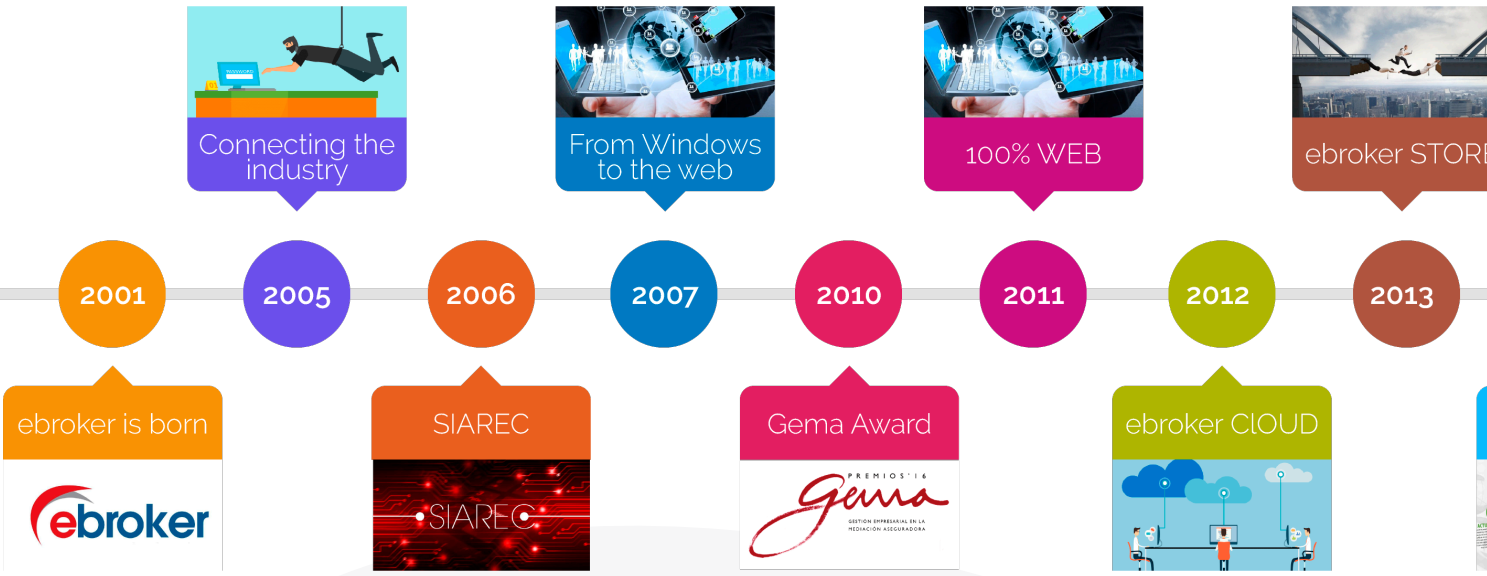
VALUES

- Cooperation
- Innovation
- Generational Balance
- Equality
- Commitment
- Evolution
- Sustainability
- Excellence
- Diversity
- Critical Thinking

THE PRODUCT: OUR HISTORY

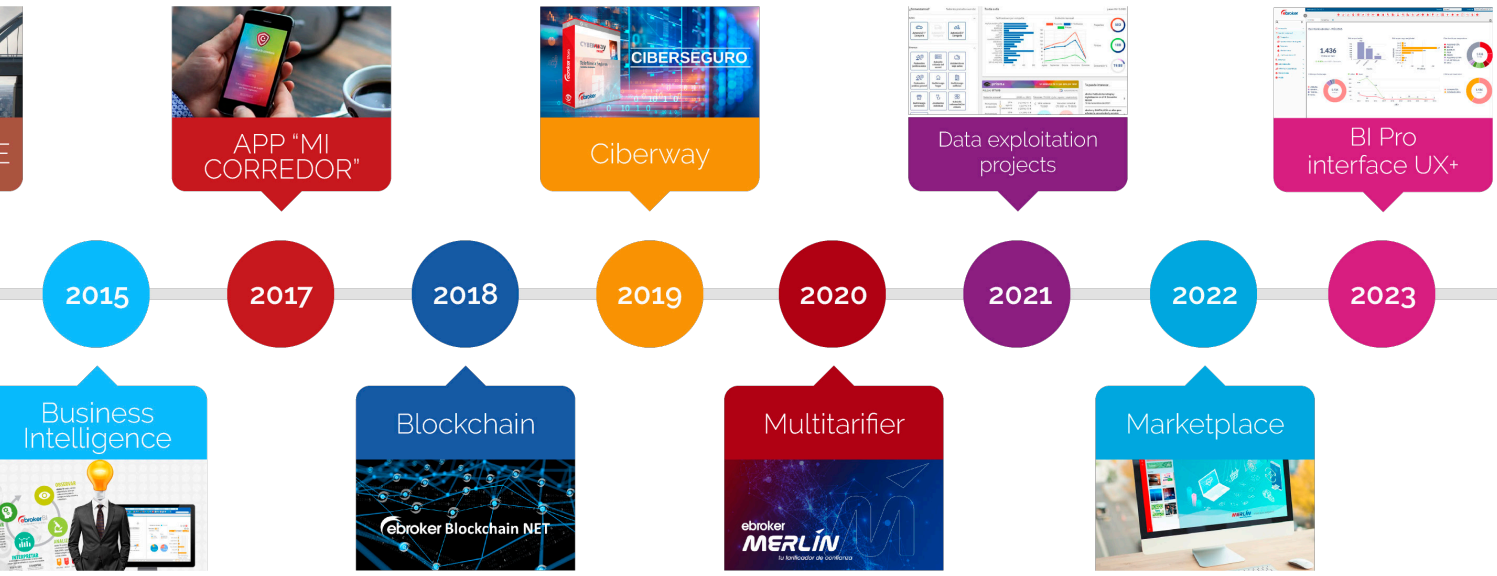
ebroker arose from the concerns and vision of a small group of insurance brokers who in the late 1990s got behind an initiative to supply management software whose conception, development and evolution would respond solely to the **needs and strategic interests of brokers**. ebroker is software for insurance.

It was an alternative to the traditional industry offering and one we launched for the insurance intermediaries community of the Spanish market in 2001.



*ebroker is today the **strategic partner** for accompanying insurance brokers in their digital transformation process through the promotion of four key areas: The power of data, communications, commercialization and business efficiency.*

From a **strongly capitalised, professionalised and independent business project open to the market,** ebroker has developed and consolidated in different **phases and stages** over the years in which **innovation has been the core driver,** and as a result it has completed a journey through to the current point where it is positioned as a **global and comprehensive technology solution leader** for insurance brokerage.



leading the market

A SYSTEM FOR BUSINESS MANAGEMENT (ERP)

ebroker's extensive features are contained in an Enterprise Resource Planning system that is highly specialised in insurance management and distribution, providing solutions to standard business operations across a wide range of areas.

EFFICIENCY

HIGHLY SPECIALISED

At the core of insurance distribution for the administration of customers, policies, receipts, claims…

- Configurable environment
- Full policy cycle
- Specialised management in line with risk type
- Management and control of teamwork
- and communications
- Business control

MANAGEMENT PROCESSES

ebroker implements different sets of specifications which tap the EIAC standard to connect administrative processes associated with the management and processing of policies, receipts and claims. Our processes are implemented automatically and integrated with insurance companies' computer systems.

Policy transactions

Receipt transactions

Claims transactions

EIAC

Conectividad e innovación para la mediación aseguradora | CIMA

Further information on our website

EVENT MANAGER

Smart interaction, communication and workflow system.

ACCOUNTING

Financial environment tailored to the demands of your firm.

- Accounting Area
- Financial Area
- Tax Area
- Management Area

GDPR REGULATION

Measures to support compliance with new data protection legal obligations.

- Consent and evidence
- Data encryption
- Access policy: passwords
- Data deletion

eSCHOOL

Increase the knowledge of your brokerage!

A new dimension of training services aimed at increasing the knowledge of your brokerage by supporting you in processes and functions that you can implement to contribute towards the digital transformation of the brokerage business.

WEB SERVICES

ebroker integration with other strategic technology systems of companies and associated consulting services that guarantee a broker's technological independence.

MARKETING

BUSINESS MANAGEMENT

Powerful CRM with campaign management, business opportunity and candidate capabilities...

GLOBAL SERVICES MARKETPLACE: MERLIN

More than insurance, it is a unique trading environment that has become the ally of the insurance broker strategy in implementing customer loyalty programmes and boosting returns on commercial capabilities.

MERLÍN

more than insurance

Marketing solutions

Multitarifier

A smart and intuitive environment with a complete business process, surrounded by different information tools and analytics to meet the broker's business needs in an efficient and professional manner.

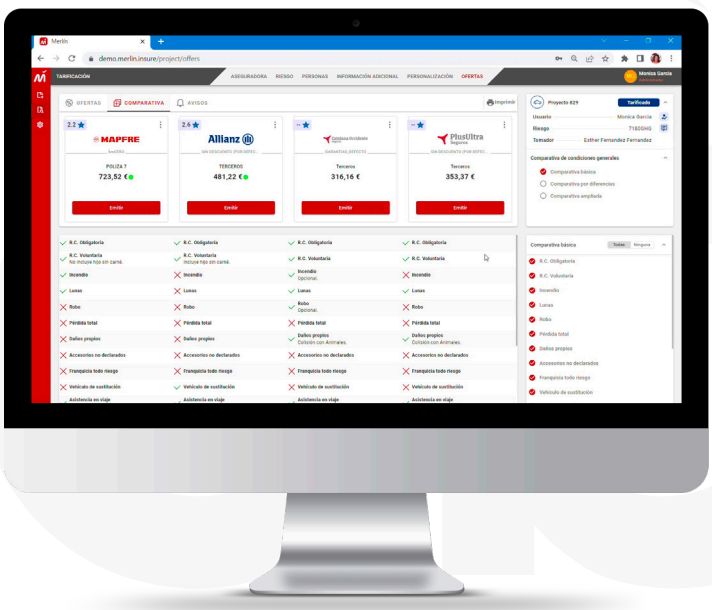
- Integrated access at ebroker or independently

Diversification

Support for the diversification of the insurance broker business through the range of additional products:

- Greater range in the brokerage
- Increased customer loyalty
- Boost to business

TotalEnergies



COMMUNICATION

MOBILITY ENVIRONMENTS: APP "MI CORREDOR" AND eCLIENTE

Resource to interact with customers from the perspective of the omnichannel environment and loyalty strategy.

M365 INTEGRATION (OUTLOOK)

Email is one of the key tools within the omnichannel strategy of any company. Increase your efficiency and productivity thanks to the email integration with Outlook.

DIGITAL SIGNATURE

System that obtains the signature for the documents contained on the platform in a simple, remote and integrated manner, preventing them from being physically handled and equally as valid as a handwritten signature.

- Easy transmission and management
- Accessibility, control and integration

THE POWER OF DATA

ebroker BI

Information analysis, knowledge gain, decision-making through:

- KPIs
- Dashboards
- Panels
- Segmentation

BI PRO

Advanced platform for the fully independent design and construction of elements, indicators and dashboards.

- Customisation of the indicator catalogue
- Detailed analysis of the data of each KPI and knowledge of the source of the information
- Assignment of objectives and control of their degree of compliance

ebroker CENTER

Watch the ebroker Center video

Take a virtual tour of our facilities

The ebroker factory

ebroker Center has **the most advanced material resources and technological means** located in **modern facilities** covering more than 700 sq m in the **town of Pravia** (Asturias, Spain) where everything related to the day-to-day life of ebroker and its customers has taken place **since 2001**.

We invite you to take a virtual tour of our offices.

Data of interest

- Up and running in Pravia (Asturias) since 2001.
- A product-oriented technology base company.
- Product aimed at insurance sector (brokers and insurers).
- Domestic market share above 25%.
- Operates on domestic and international markets.
- 64 employees averaging 6.33 years with the company.
- More than 700 m² facilities in Pravia.
- ISO 27001-certified.
- Strategic partnerships with major operators including Telefónica, Euskaltel, TotalEnergies…
- 2006 GEMA sector award for technological development and 2015 award for innovation.

THE TEAM

Team ebroker: Talent, professionalism and commitment

ebroker comprises a **multidisciplinary team** with standout qualifications across different areas of product shaping (technology, marketing, communication, economics, law...) which, with the most **advanced resources and infrastructure,** makes it an **essential tool** in the development of **professional and business activity for insurance brokers.**

People as the foundation of our business

At ebroker, **people matter most.** A **unique and special energy** is maintained on the basis of **trust, commitment** and collaboration through **teamwork.**

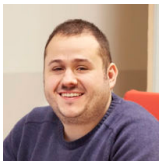
ebroker fuels talent by focusing on **multidisciplinarity, diversity, creativity, critical thinking** and the **complementary** nature of technical and non-technical profiles, fostering people's **personal and professional growth.**

The ebroker team is organised around five activity areas:

Rafael A. Selgas
CFO | COO

Operations Area
"Always ensuring proper operational development, strategy compliance and resource management".

Iván Buceta
CDO | CIO



Data Area
"We see data as a lever of growth for the insurance broker"

Saúl González
CTO

TI Area
"We put the most cutting-edge technologies at the service of brokers".

Pedro Ramos
CBDO

Project Engineering Area
"We are transversal to the entire ebroker division. Our goal is to obtain the highest quality.".

Aarón Bouso
CXO

User Support Area
"The most important thing in the communication process is to listen to what is not said"

ebroker in the Top 10 Insurtech & eHealth Spain

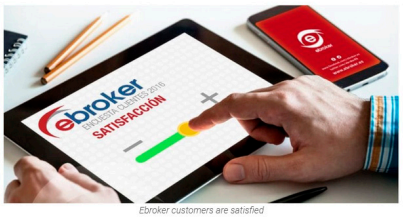
October 27, 2020 | Tags: digitalization, finnovating, Insurtech, digital transformation

The erp insurance platform has been selected as one of the 10 best Insurtech solutions in Spain.

This Tuesday, ebroker erp insurance has participated in the event "Discover Top 10 Insurtech & eHealth Spain" that brings together important national InsurTech actors. A meeting in private format organized by Finnovating which brought together innovative companies that develop technology for the insurance sector and among which ebroker has been included.

94,28% of ebroker customers are satisfied

24 May 2016 | Tags: customers



Ebroker customers are satisfied

A survey conducted among the members of our community of users about customer service has provided interesting results and concludes that ebroker customers are satisfied.

Ebroker customers are satisfied. We have released the results of a survey carried out in May among the members of our customer-user community on the occasion of our policy of monitoring and follow-up of customer service

AL GRANO

Higinio Iglesias, director general de E2K

"En el mercado español prestamos infraestructura tecnológica a más de 500 empresas"

AL TIMÓN

LEADERSHIP

An intense **professional career in the Spanish insurance sector,** actively engaging in relevant projects with brokers and insurers, has propelled us to **a position of influence and recognised leadership**.

Press Dossier

NEWS https://www.ebroker.es/en/present/blog-ebroker/

ebroker joins FECOR as technology partner

23 April 2018 | Tags: highly specialized, APP "Mi Corredor", connectivity, ebroker BI

Maciste Argente and Higinio Iglesias

Will be part of its Support Group to promote the digital transformation of the insurance broker

The past 19 of April, ebroker ratified the collaboration agreement with the Federation of Insurance Brokers and Brokers of Spain (FECOR), joining the FECOR Support Group as a technological partner with the objective of cooperating in promoting and promoting the figure of the Insurance Corridor in the current moment of digital transformation.

Tirea selects ebroker as a provider for the development of the MEDAS system

17 December, 2019 | Tags: TOP connectivity, EIAC, EIAC standard, YOU GIVE ME, TIRE

TIREA will incorporate into the CIMA Platform a basic management system for mediators, MEDAS, which will guarantee universal access for all mediators who currently do not have that option to connectivity based on the EIAC standard.

TIRE works on the next technological evolution of EIAC standard which will

ebroker together with the main technology companies in the sector are associated creating AETMA

September 14, 2022 | Tags: AETMA Spanish Association of Technological Companies of Insurance Mediation

ebroker, MPM Software, Codeoscopic, Gecose and SoftOS create the Spanish Association of Technological Insurance Mediation Companies

ebroker gives voice to the role of women in the company

October 20, 2022

On the afternoon of last Wednesday, October 19, and coinciding with the international day to fight breast cancer, we celebrated in the plenary hall of

Mediation through the CIMA platform

30 April 2021

Yesterday there was an important informative webinar on TOP Platform of TIRE which supposes a centralized information exchange environment between insurers and insurance brokers through the EIAC standard, the result of years of work and investment in the sector.

ebroker guarantees a plural offer in the multitarifier market

28 February, 2020 | Tags: connectivity, multitator, integrated multitator, digital transformation, user Experience, UX

Improvement in user experience, new market presence format and integration of data analytics (Big Data) and knowledge bases, key points of the

North American broker LOCKTON chooses ebroker for its operations in Peru

1 December, 2021 | Tags: internationalization, Latin America, lockton, Peru

The North American Broker LOCKTON you have selected ebroker as platform and technological partner for its operations in the insurance market in Peru, a market that represents for Lockton the first investment in the region in more than 15 years as a strategic step in its presence and expansion in one of the most dynamic economies in Latin America.

Founded by Jack Lockton in 1966 and headquartered in Kansas City, USA, Lockton Companies Inc. is the world's largest private insurance brokerage firm, offering insurance, risk management, employee benefits, and retirement services. Lockton operates in 125 countries currently employing more than 8.500 people worldwide.

Acens exposes ebroker as a success story in Cloud Computing

19 July 2017 | Tags: cloud, web environment, technology

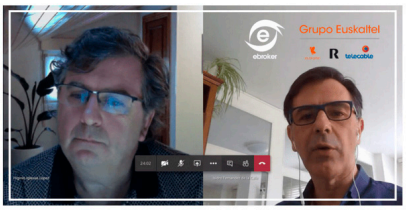
Signing agreement with acens to boost Cloud Computing

acens in an important company of the Telefónica Group, pioneer in the development of the most complete Cloud Hosting solutions

acens published yesterday in his blog the success story of ebroker, which highlights the decision taken a decade ago to bring its ERP to a web architecture that years later, specifically in 2013, has allowed us to rise to the Cloud having clear the advantages offered to our customers and our company, always maintaining the entrepreneurial and innovative spirit that, for 17 years, allows us to have a large number of functionalities in a pioneering and innovative way.

ebroker and Grupo Euskaltel develop Big Data project for brokers

15 May 2020 | Tags: big data, Data Analytics, Euskaltel Group, SegData, Telecable



SegData will be the name of the new ebroker insurance Data Analytics Big Data service, exclusively for users of the technology platform.

ebroker and Euskaltel Group, through their company Telecable, have signed an agreement for the development of SegData, a Data Analytics project based on the creation of a secure Big Data environment and aimed at analyzing information and obtaining knowledge about the Spanish insurance market in the context of professional distribution; a pioneering project in the insurance sector aimed at exhaustive knowledge of the behavior of the broker channel in the market, for the exclusive benefit of the community of insurance brokers on the ebroker platform.

ebroker provides blockchain solution for compliance with the RGPD

7 May 2018 | Tags: Alastria, blockchain, innovation, IoT, GDPR, technology, digital transformation

An innovative project creates a blockchain network among brokers that will allow managing essential aspects in the field of personal data protection

Based on an exhaustive and proven legal assessment, ebroker has launched an innovation project that develops a solution based on blockchain technology to allow insurance brokers to comply with critical aspects of the RGPD requirements, such as obtaining express consent. for a certain set of purposes that enables the processing of personal data with sufficient evidence support to the regulatory requirement.

AXA and E2K renew their big data analytics project

September 15, 2022 | Tags: Axa, portfolio defense, E2K, PRISMA, PROTOS, portfolio retention

AXA and E2K, through the PRISMA initiative, reinforce their cooperation to improve portfolio retention levels in the broker channel.

AXIS y E2K, have signed the renewal of their big data analytics project **PROTOS**, which began last year with the aim of improving portfolio retention levels and results in the insurance broker channel.

This renewal of the agreement highlights the success of the pioneering industry collaboration model based on the use of big data, with the aim of taking advantage of the use of data and technology, for its application to

E2K and ebroker create with UniOvi the title of Specialist in Data Analytics for the insurance sector

22 June, 2022 | Tags: data, college degree, UniOvi, Oviedo University

The new academic year 2022/2023, which starts in September, brings important news for the Spanish insurance sector. The University of Oviedo, with the encouragement and promotion of the business organization of insurance brokers E2K, creates its own title of "University Specialist in Data Science Applied to the Insurance Activity«.

The new university degree will be taught in a hybrid format (face-to-face/online) within the framework of the EPIG (Polytechnic School of Engineering of Gijón) by a prestigious panel of teaching professors and sectoral experts who will contribute academic knowledge to the practical application of data analytics. data to the insurance industry, both from the

ebroker integrates Telefónica Seguros in its Marketplace

11 July 2018 | Tags: highly specialized, cyber risk, ciberseguridad, connectivity, ebroker Store, Marketplace

A competitive insurance against cyber risks whose offer will be available in only 4 clicks can be commercialized through the ebroker Store by its user brokers.

ebroker takes a new step in its policy "More than Software" to connect insurance brokers and insurers in the search for new business opportunities for both. Telefónica Insurance It is integrated into the ebroker Marketplace and the user brokers will have at their disposal the possibility of commercializing a competitive insurance against cyber risks.

The new insurance, available as of September in ebroker Store under the

ebroker integrates with Microsoft Office 365

October 23, 2019 | Tags: ERP, integración, Microsoft, Office 365, Outlook

Users brokers may initially use email in an integrated manner with the different business elements of the ERP secure brokers

ebroker is developing its integration project with Microsoft to concentrate, in the same work environment, the two large day-to-day areas of insurance brokerages, computer science (ERP insurance brokers highly specialized) and the market-leading commercial office automation, Office 365.

The first phase consists of the integration of the application Outlook, which will result in functionalities that will allow receiving and sending emails in an integrated manner with the different business elements of the ERP secure

Total Energies enters the ebroker Marketplace to market energy

27 January 2022 | Tags: Marketplace, Merlin, Total, Total Energy

Total Energy will be present in Marline, the ebroker Marketplace, for its community of insurance brokers and that from the current year 2022 is also openly available to all distributors in the Spanish insurance market.

With this agreement, Merlin takes the first step in its strategy of becoming a global services marketplace. Thus, insurance brokers will expand their marketing capabilities through diversification towards new products that add value and customer loyalty in their main insurance mediation business.

TotalEnergies is a large multi-energy company that already occupies fourth place in Spain as a marketer of electricity, gas and services for homes and SMEs, and continues to grow in large customers, self-consumption and electric mobility. This alliance with ebroker shows its confidence in the

ebroker

OUR CUSTOMERS

Our Customers Say

700-plus insurance brokers of different sizes and specialisations have chosen us as a technology partner and **we support them in their challenges and business objectives**.

We also develop important projects for process integration and connectivity between brokers and major insurers.

active seguros
Adeslas
AEGON
Allianz
ARAG
asisa
aura seguros
AXA
Berkley España
caser seguros
Catalana Occidente Seguros
DAS
divina seguros
drive&win
EUROINS
FIATC Seguros
FIDELIDADE
GENERALI
helvetia
LAGUN ARO
Liberty Seguros
MAPFRE
MDC
Grupo Mutua Propietarios
MUTUAMADRILEÑA
Mutua Tinerfeña
mutuavenir seguros y servicios
OCASO
NorteHispana Seguros
pelayo
PlusUltra Seguros
Qualitas Auto Classic
REALE SEGUROS
Sanitas
santalucía seguros
Seguros Bilbao
surne seguros & pensiones
Telefónica Seguros
unión alcoyana seguros
ZURICH

CERTIFICATIONS

ISMS Certificate

ISMS Policy

GDPR Certificate

[2009] The trust of our users, suppliers, insurers and other recipients of our IT services is endorsed in data processing management by our UNE-ISO /IEC 27001 certification.

Information Security Management System certification

UNE-ISO/IEC 27001 standard

AENOR Certifier

Scope: Information systems supporting activities related to management and the hosting of app and database servers, email and messaging services, migration and electronic data exchange in accordance with the applicable declaration of applicability.

[2018] We comply with all GDPR obligations.
Certification of software suitability to GDPR

RECONOCIMIENTOS

GEMA Award – Business Management in Insurance Mediation

Finalist 2nd Information Society Awards

Finalist 2nd Technology Excellence Awards 2009 for SMEs

www.ebroker.es/en/