

Insurance agency gains confidence with innovative solutions and proactive partnership from Cooperative Systems.

WHY THEY CHOSE COOPERATIVE SYSTEMS

MTM Insurance is a recognized leader in the insurance industry as a premier insurance agency to their clients. With multiple offices, and over 100 years of combined insurance wisdom and knowledge, their team of professionals deliver what is considered one of the best insurance experiences in the New England area and in 15 other states and communities.

When their technology and IT wasn't living to this same expectation, the MTM Insurance team took action. Laurie Mancinelli, Co-Founder and Managing Partner, witnessed firsthand how their business was being negatively affected by two primary aspects of their technology situation: A lack of service from their current IT vendor, and a lack of a proactive approach in solving their technology struggles.

"As a business, we were in a break-fix situation, which means that when something broke our vendor fixed it...but that's not what we wanted. We wanted a more proactive solution to our technology issues through an innovative approach," said Mancinelli.

Besides a failing approach to their technology problems, MTM struggled with IT issues like lack of training for their staff, absence of end-user tech support for their team members to contact, and no established plan to tackle their never-ending hardware and software pains.



CLIENT

MTM Insurance
Associates, LLC

LOCATION

Multiple locations
across Northeastern
Massachusetts

DESCRIPTION

MTM is a full service personal and commercial insurance agency based in the Northeastern area of Massachusetts. They assist their clients with insurance policies surrounding their home, auto, life, umbrella policies, watercraft secondary/vacation homes, rental properties, recreational vehicles such as ATV's, trailers and campers, disability and long term care. MTM is licensed in over 15 states, including all of New England. They pride themselves on being able to offer their clients coverage wherever life's journey takes them.

Learn more about
MTM Insurance here:
www.mtminsure.com

Increased Productivity and Efficiency.

THE RESULT

Cooperative Systems designed a custom strategy with recommendations to ensure that MTM Insurance's IT aligned well with their business goals.

The big “ah-ha moment” for Laurie and her team was when Cooperative Systems completed their initial assessment of their IT and technology landscape. “The questions Cooperative System asked in their process were great because we felt like they sought to learn about our business in order to design a solution based on the information we gave them.”

Another solution that Cooperative Systems provided the team at MTM was the ability to keep them operational during a hurricane or natural disaster. Cooperative Systems designed a system where everyone, their agents in all their locations, were able to function independently. Insurance agencies need to be up and running when clients need it the most.

Because of a well-executed and innovative approach, the team at MTM Insurance experienced three big-wins: Their employees now had the freedom to work during natural disasters and downtime from broadband providers, their agency became more competitive, which benefited their clients, and Cooperative Systems guided them to a drastic improvement in overall work productivity and efficiency.



“We highly recommend Cooperative Systems because of their approach when serving businesses and because of the services and solutions they offer. They came in, they learned about our business, they learned how we operated, and what we needed... then they designed a total solution that was designed specifically for our business.”

Laurie Mancinelli

Managing Member CIC, LIA

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your business more secure.**

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