

Customer Experience

- x Handled 304,759 customer inquiries via phone, chat, webform, and email representing a 14.5% increase over 2022.
- x The Customer Service Team saved state insurance departments \$1.6M in 2023.

Business Development

The team continues to grow and focus on business reviews and roadmap discussions with customers and resellers resulting in significant growth in 2023.

- x Implemented 235 new industry customers
- x Made over 30 industry customer visits
- x Active customers with NIPR:
 - o 1,267 active direct customers
 - o 53 active reseller customers
- x Implemented 31 new customers to NIPR Alerts

People Operations

NIPR welcomed our first Chief People Officer (CPO), Nadia Malik in 2023. Since joining NIPR, our new CPO has made a significant contribution.

- x Maintained competitive benefit offerings at no added cost to employees.
- x Increased competitiveness on vacation offering to new and recent hires.
- x Onboarded 37 full-time employees.

Enterprise Data Warehouse

The Enterprise Data Warehouse (EDW) is a long-term project designed to aggregate and analyze data to facilitate regulatory compliance. EDW now has a full year of producer history stored for use in analysis and reporting. The technology team successfully integrated state regulatory data, such as lines of authority and regulations, into the EDW to streamline and expedite report requests from industry clients and state regulators.

Website Modernization and Product Vision

- x NIPR developed our first User Interface (UI) design toolkit to make all web applications easier for users and clients.
- x Upgrading the UI for our Reporting and Credentialing products is underway, and the customer-facing implementation will begin in 2024.

Salesforce Launch

NIPR launched new Customer Relationship Management and Customer Service platforms built on Salesforce.com, an industry-leading cloud-based customer service and support platform. These tools allow NIPR to centralize customer and account information into one place to streamline and integrate processes to better serve our customers.

Communications Project

During the strategic planning process, we identified a need to strengthen our strategic communications within the organization. This focus on communication is driven by our strategic objectives and our customers, state regulators, and internal teams.

To address this need, we began a six-month project that involves enterprise-wide input, external feedback, senior team alignment and approval. Key deliverables include a current state communication assessment, definition of roles and organization design recommendation, and an initial implementation plan to establish an NIPR communication team and capabilities.

Strategic Plan 2024-2026

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~~WRVWVA KQWRZMEVRIDKMPV~~
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The NIPR leadership team along with NIPR's Board of Directors built upon this momentum to develop our next strategic plan, Shaping our Future 2024-2026. Our hard-working team and strong, trust-based relationships with regulators and members of industry allow us to deepen our commitment to innovation and excellence.