



CUSTOMER STORY · INSURANCE

Four hours of underwriting review, now five minutes.

How Highview Insurance's underwriting team doubled submission volume on a smaller staff — with citation-linked AI the underwriters actually trusted.

COMPANY

Highview Insurance

INDUSTRY

Workers' compensation insurance

USE CASE

Submission intake & underwriting review

CONTACT

Todd Woodburn, Underwriting Supervisor

4hr → 5min

Per submission review

2x

Submission volume YoY, smaller staff

Cited

Every fact linked to its source

"What took us four hours in the past, now with Kolena, takes us five minutes."

Todd Woodburn

Underwriting Supervisor · Highview Insurance

THE CHALLENGE

Growing submissions, without growing the team.

Every new-business submission arrives as a stack of documents — applications, loss runs, supporting forms. Reviewing one by hand took **about four hours**. As submission volume climbed, the underwriting team needed to keep pace without adding headcount — and any tool had to earn underwriters' trust, not ask them to take an AI's word for it.

Structured submissions, with the receipts.

- **Extracts and structures submission data** in minutes instead of hours.
- **Links every fact to its source** — "here's the summary, and here are the links to where I got it." That drove fast adoption.
- **Keeps the underwriter in control** — Kolena surfaces the facts; the underwriter makes the call.

THE RESULT

BEFORE

~4 hours per submission; volume capped by team capacity.



WITH KOLENA

~5 minutes per submission — submissions doubled year over year on a smaller staff.

"There isn't room for the model to say 'this is a good risk or a bad risk' anymore. Now it says: here are the facts."

Todd Woodburn

Underwriting Supervisor · Highview Insurance

See it on your submissions.

Bring your underwriting workflow to a 20-minute demo. We'll run it live.

[Book a demo →](#)