

CARRIER BROWSER SURVEY

Older, outdated internet browsers are unsafe, unstable and more likely to have malware, viruses etc. They are inefficient and do not perform as well as newer, modern browsers. Yet many of us still utilize them in our day to day operations.

ACT recently surveyed carriers to gain data to assist with understanding this issue.

Source: Agents Council for Technology - Sep 2020

40%

STATE THAT THEIR
LEGACY PLATFORMS
ONLY WORK ON
OLDER BROWSERS



63%

ONLY ALLOW THEIR
AGENTS TO USE
SPECIFIC BROWSERS
TO ACCESS THEIR
SYSTEMS



30%

STATE AGENCY
SYSTEMS ARE NOT
COMPATIBLE WITH
NEWER VERSIONS SO
THEY NEED TO KEEP
ACCESS AVAILABLE



10%

STATE "COST TO
UPDATE" AS A
REASON OLDER
BROWSERS ARE
BEING USED



ACT gathered data from agents and carriers both, to help our industry stakeholders understand the challenges around the use of browsers.

Our analysis will continue to be used within ACT discussions to assist the industry in providing improved interactions.

Visit ACT for more information on technology best practices and emerging workflow tech trends that will help your agency grow and become more efficient.

<https://www.independentagent.com/ACT>