Conduit Re Case Study: Rolling out eMessaging without the legacy weight

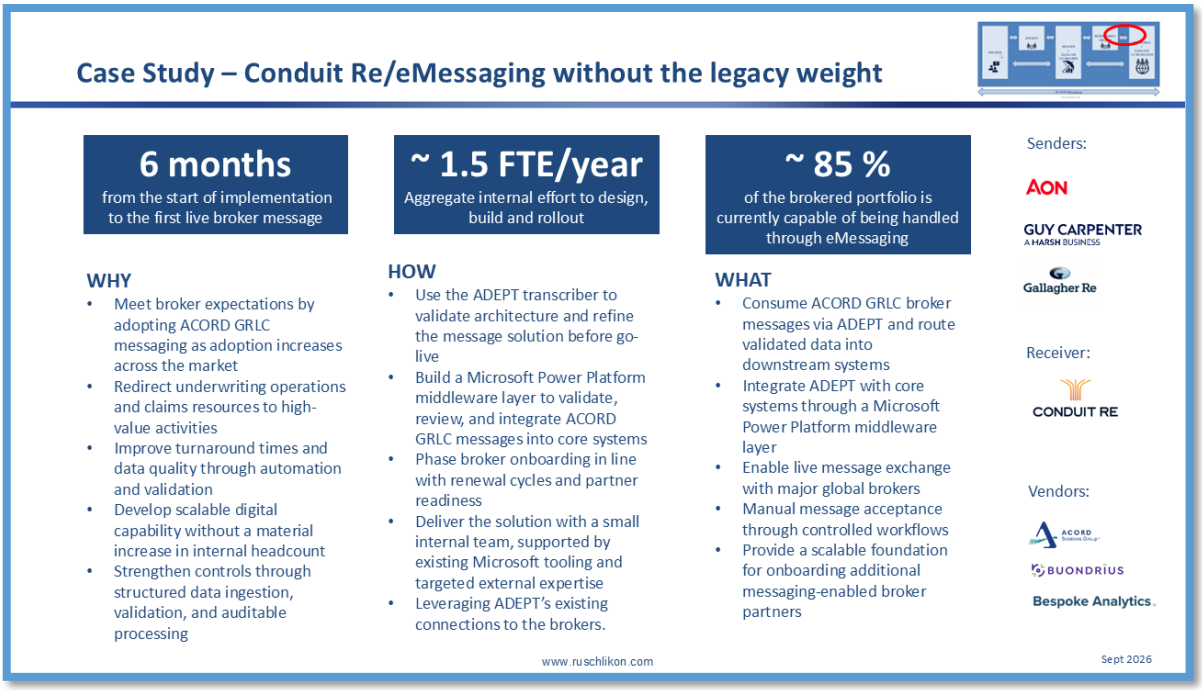
Success

Delivering eMessaging at scale with a lean digital approach

As ACORD GRLC messaging adoption increases across the market, Conduit Re set out to modernise its broker connectivity without investing in a large-scale technology transformation. The result demonstrates how a focused strategy, pragmatic technology choices, and close collaboration with industry partners can enable rapid delivery with a small internal team.

Go-live in just six months from the start of implementation

Conduit Re delivered its first live broker message within six months of starting implementation, demonstrating that rapid implementation is achievable with a focused approach. As of June 2026, approximately 85% of its brokered portfolio was capable of being supported through eMessaging, supporting increased automation and operational efficiency. The solution was designed, built, and rolled out by a lean internal team, leveraging existing Microsoft technologies alongside targeted support from trusted partners. In doing so, Conduit Re established a scalable digital foundation that not only supports current broker connectivity but also enables the efficient onboarding of additional trading partners as market adoption continues to grow.



Why it matters

Conduit Re's journey demonstrates that successful digital transformation does not require extensive resources or a complete overhaul of existing systems. By taking a pragmatic approach and building on established technologies, the company was able to meet the growing demand for ACORD GRLC messaging while supporting operational efficiency through structured validation and controlled workflows. The project was designed to increase automation, strengthen data quality and support faster processing, allowing underwriting operations and claims teams to focus on higher-value activities. More importantly, it shows how smaller reinsurers can deliver scalable capabilities through careful planning, targeted investment and collaboration with market partners.

"Being a smaller reinsurer doesn't mean being behind. It means being deliberate. We chose to build on the tools we already had, working closely with ACORD Solutions Group (ASG) and our partners, and onboard brokers in step with the market that enabled us to deliver ACORD messaging capability efficiently, using an approach proportionate to Conduit's needs and resources."

- Alex Bateman, Chief Accounting Officer, Conduit Re

Click here to read the full Conduit Re case study to discover the implementation approach, technology architecture, lessons learned, and practical recommendations for organisations embarking on their own eMessaging journey. If you have any questions, please reach out to the case study owners.

Don't miss their upcoming Case Study Deep Dive webinar, to get more hands on information from Riley and Alex. Click here to register for our *Ruschlikon Webinar: Conduit Re Case Study Deep Dive* session on the 27th of October.

Riley Taylor, Process Transformation Specialist, Conduit Re
Alex Bateman, Chief Accounting Officer, Conduit Re

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