

What Makes GhostDraft Different?

Company Overview



Customer Success

Our primary focus is ensuring success for our clients. GhostDraft provides free and flexible onsite and online training, mentorship and 24-hour support to ensure your success with GhostDraft throughout the life of our partnership. Our deep insurance expertise empowers us to deliver quality products and services that have produced a 100% implementation success and retention rate among US insurers.



Focused on Insurance

With over 35 years of communications management and document automation experience, GhostDraft focuses on the North American insurance market. Our product development and customer service teams have acquired significant domain knowledge of insurance communications, processes and customer relations. We're always working closely with analysts, industry organizations and our customers to ensure we are up to date on significant challenges, opportunities and trends in the insurance vertical.



Continuous Innovation

GhostDraft is always asking 'what's next' for our clients and the market. We're continuously investing in the GhostDraft suite to deliver the most meaningful and impactful innovations to our clients. The GhostDraft team asks questions, pushes boundaries and builds future-proofed solutions, making GhostDraft the only CCM system our clients will ever need.



Implementation Services

GhostDraft offers several implementation models to fit the unique needs of each carrier – ranging from training and mentorship for a self-service implementation to a completely outsourced model with pre-configured ISO content. Our dedicated team of experts provide flexible services to meet all your customer communications management needs. GhostDraft's agile approach and unique architecture support rapid implementation – delivering on a timeframe of 90 days or less.



Software as a Service

GhostDraft offers a flexible annual subscription, providing line of business or enterprise packages with pricing based on a percentage of premium. Included in the subscription, clients benefit from unlimited access and users to the GhostDraft suite, 24-hour support, online education, onsite training programs, software maintenance and software upgrades. Our SaaS model delivers a CCM solution with low initial acquisition cost, reduced strain on IT resources and scalability and reliability assurances.

What Makes GhostDraft Different?

Technology Overview



Integrated with the Best

We are partnered and integrated with industry-leading core system and policy administration vendors, boosting time to value for our clients. For many of our partners, GhostDraft is an integral part of their offering and functions as their primary customer communications system. Our platform's unique architecture facilitates rapid and flexible integration with other 3rd party or legacy systems, empowering insurers to start creating better customer experiences today.



Modern Technology

GhostDraft is a modern, cloud-based solution, delivering advanced CCM capabilities. It is much more than a document print engine. Our unique architecture is flexible, scalable and deployed through Microsoft Azure for rapid implementation. GhostDraft's intuitive technology is easy to implement, maintain and use, helping insurers of all sizes become self-sufficient and successful.



Document Domain Model

Designed with functionality and usability in mind, GhostDraft's architecture leverages a document domain model (DDM), or a library of natural language insurance terms linked to one or more core systems, offering several unique benefits. Business users create forms and documents using natural language markup without need for IT or knowledge of data structures. By linking data to the DDM instead of each template, IT teams only have to map data once, creating an easy to maintain model and allowing them to focus on other important projects. In the event of a core system replacement, business teams keep the same templates, saving time and resources.



True End-to-End CCM

The only true all-in-one CCM platform on the market empowers insurers to efficiently manage communications throughout the entire 5 stage process, allowing you to create, manage, publish and approve your forms and documents with greater ease and speed.



Intuitive Authoring

GhostDraft gives business users control over document generation and delivery, allowing IT to focus on other high value projects. Using a highly intuitive, Microsoft Word-like platform, non-technical users can easily create complex batch, on-demand and interactive templates. With GhostDraft, business users can test templates in real-time using sample data, eliminating the need for IT resources.