

CASE STUDY

**HOW WE SUPPORTED A
MIAMI-BASED CLIENT TO
INCREASE THEIR OVERALL
PRODUCTIVITY**





THE CUSTOMER

The client is a renowned commercial insurance brokerage agencies based in Miami, Florida. Their current services cover both international and domestic insurance for physical damage, air, land, truck, marine cargo and commercial transport.

REQUIREMENT

As the company became a major market player by acquiring many other companies. Consequently, the workload increased manifold, which led to the following issues:



Hassles working on multiple databases and systems, each having its own data fields, processes, customer activities and architecture.



Inability to monitor efficiency of individual employees.

To deal with these requirements, they approached us for support.

CHALLENGES

The challenges we faced included the following:



Devise a way to accurately analyse individual employee performances with right monitoring tools.



Reduce excessive workload so that overall efficiency of employees can be improved.



Bringing changes into the existing process, to enable better outcomes from staff.



SOLUTION

We supported our client in devising a solution that provided long-term benefits:



We trained and deployed a focused team to assist the client's front end team to outsource their back-office requirements. This ensured the client's staff had to focus only on important core processes.



We deployed agents with wide experience in general liability, business and personal insurance. This ensured the tasks were handled by experts who knew the ins and outs of the clients requirements and so could meet their needs to perfection.



We studied the clients workflow to identify process gaps. Based on the study, we suggested few process improvement measures which helped in bringing about a strategic change in the clients existing process. Our well-defined optimized process ensured better outcomes.

BENEFITS

Our support helped our client with the following benefits:



All issues related to updating/managing data, reporting and insurance managing system were solved



A **20%** hike in efficiency was achieved



Our newly devised process was well-defined and streamlined, which made it easier for the staff to focus more on expanding their business.



To know more about
our insurance back office support
contact us now

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