

CASE STUDY

Brokerage & Employee Benefits Advising Services

Improved
efficiency by
25.4%

How we helped a leading global provider of employee benefits and brokerage advising to identify organizational restructuring and off-shoring opportunities - 50% improved productivity with increased employee engagement over 20-week program.

Overview

Client is a leading global provider of insurance, reinsurance and employee benefits related advice, brokerage and associated services.

Challenge: The organization operated as “many companies within the same company” and required standardization of processes and visibility of operational waste.

Goals

- Reduce operational costs
- Reduce turnaround times
- Simplify processes
- Identify offshoring process
- Identify organizational structural improvements

The Program

- 20-week program run in Adelaide, Brisbane & Sydney Australia as well as Mumbai India
- 138 FTE across all sites
- Identified waste time experienced by processors
- Established ideal processing times for teams to work towards
- Identified process improvement opportunities to be implemented within the scope of the project
- Conducted regular, structured training sessions and continuous one-on-one coaching for managers

Results

- Identified benefit of \$2.1m (\$1.8 Australia+ \$200k India)
- Identified benefit to 37.1% (35.9% Australia+ 39.4%India)
- Improved efficiency by 25.4 %
- Improved productivity across teams by over 50%
- Identified over 50 process improvement opportunities
- Increased Culture/staff satisfaction throughout the duration of the project, as measured in the survey results

Identified Waste

