

INSURANCE CASE STUDY

Personal &
Commercial

Program Objectives:

- Reduce operational costs
- Achieve performance improvement via productivity and efficiency gains
- Keep jobs onshore, rather than yield to offshoring pressure to achieve expense reduction
- Improve service levels, customer satisfaction and quality
- Reduce turnaround times

Results:



Increase Throughput

- Increased efficiency by 66%
- Gained overall productivity increase of 58%



Customer satisfaction

- Net Promoter Score (NPS) increased from +11 to +26 (136% gain)
- Reduced claims cycle times from 15 days to 2 days



Backlog Reduction

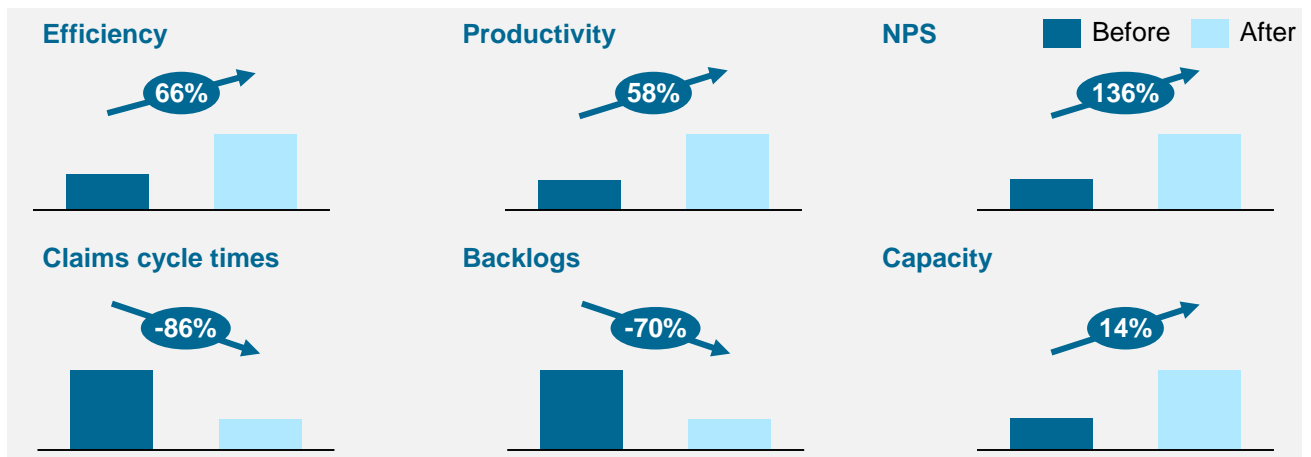
- Reduced backlogs in personal insurance by 70% in 4 months



Capacity gains

- Achieved capacity of 14%
- ROI of 8:1 for the project

The realization of benefits



Capacity Growth

