ELEVATING CUSTOMER AND EMPLOYEE EXPERIENCE

ABOUT THE CUSTOMER

One of the largest insurance brokers in the world, with 100+ offices located across the globe.

THE CHALLENGE

In its continued effort to provide world class service to its customers, increase market competitiveness, reduce operating costs, and address talent concerns, the broker launched a five-part global initiative aimed at advancing the company's digital transformation and improving the employee experience.

In the process of carrying out this initiative, the company determined that their account managers and administrators were spending between 30-50% of their time rekeying data and performing routine administrative work. Despite these activities being necessary to the broker's operations, they were creating a significant strain on staff, preventing them from focusing on the company's value-driven customer strategy.

To address the problem, the broker sought a strategic partner who would enable them to effectively:

- Get the right work to the right employees
- Align workflows to gain operational efficiencies
- Give employees more time to focus on value-added activities

Separately, the broker experienced a failure in three of its robotic process applications. As the vendor who developed the robots could no longer provide maintenance or solve the failures, the broker chose to expand its existing partnership with ReSource Pro to include automation services. Within just a few days, the ReSource Pro team was able to solve the bots' technical problems and agreed to take ownership of their maintenance going forward.

Having been impressed by the technological capabilities and quality of service provided by ReSource Pro, the broker invited ReSource Pro to play a larger role in their strategic transformation.

THE SOLUTION

In support of the broker's global initiative to elevate employee experience, the broker and ReSource Pro established a strategic partnership with the intent of improving the efficiency of the broker's operations and empowering their employees to focus on higher value activities.

ReSource Pro provided business process management, process improvements, standardization, and automation to support over 1,200 of the broker's employees across 71 departments, including personal and commercial lines, financial services, employee benefits, accounting, risk, private equity, surety, analytics, and international operations.

CUSTOMER PROFILE

Retail Broker

LOCATION

Midwest, US

BUSINESS NEED

Give employees more time to focus on higher value activities, increase operational efficiency, and raise quality of service

SOLUTIONS

Developed a strategic partnership to provide business process management, process improvements, standardization, and automation

THE IMPACT

- Broker saved 242,000 hours in processing time and $7.08M in operating costs
- Staff able to prioritize higher value work, elevating employee satisfaction and quality of service

ReSourcePro®

Integrating people, process, data, and technology into its solutions, ReSource Pro combined human insurance experts with automation capabilities to provide the broker with scalable, efficient, and cost-effective resources. This approach enabled the broker to delegate 229 repetitive functions to ReSource Pro and increase capacity for their teams.

THE RESULTS

In the words of the broker's Vice President of Analytics, ReSource Pro has helped the broker "do more with less" by significantly reducing the data processing and administrative workload on their employees, enabling them to spend more time with clients and concentrate on higher value work.

Thanks to their collaboration with ReSource Pro, the broker has saved over 242,000 hours in processing time, equating to $7.08M in operating costs. Speaking about the impact, one services manager reported, "With [ReSource Pro's] assistance we have a better flow of work. The team can concentrate on more challenging issues and work with less stress," adding that, "Now our analysts and client managers can focus more on our client's needs." In addition, the capacity lift has enabled the broker to greatly reduce overtime, increasing employee job satisfaction.

The partnership has also helped the broker to improve the data integrity of their systems, achieve greater quality and consistency in client deliverables, and eliminate backlogs that were previously increasing the company's risk of regulatory fines and E&O exposure.

ReSource Pro is honored to play a small but critical role in the broker's global initiative to improve the customer and employee experience and continues to look for ways to introduce greater efficiencies into their operations. This includes the development of two new robotic process automation bots that will assist the broker's accounting and employee benefits departments in reconciling financial information and reducing manual data entry.

As a result of the work ReSource Pro has performed on behalf of the broker, ReSource Pro received a Silver Award in the "Back-Office Customer Service Team of the Year - Financial Services Industries" category of the Stevie Awards for Sales & Customer Service 2022.

RESULTS WITH IMPACT

242K
hours saved in processing time

Reduced operating costs by
$7.08M

ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience. With more than 6,000 employees globally, ReSource Pro provides business process management, strategic advisory services, management and organic growth consulting, training, and compliance solutions around the clock. ReSource Pro has been listed as one of the Inc. 5000 Fastest Growing Private Companies annually since 2009 and has consistently achieved a +96% client retention rate for over a decade.

FOR MORE INFORMATION

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RETHINK OPERATIONS