50% faster issuance of policies with expedited customer onboarding

1 Customer

A mid size wholesale broker

2 Business Situation

1. **Longer average handling time in document reviewing and data entry** resulting in longer customer onboarding and policy issuing turn around times

3 Solutioning

1. **Thorough study of customer business operations –** outsourced model recommended to reduce policy issuing turn around times
2. Identified and **eliminated non value add steps** for improved efficiency
3. **Independent teams of experienced professionals** created to support the process
4. Knowledgebase of **standard operating procedures** developed to enable quicker information dissemination

4 Execution

1. **Cross trained teams** utilized to support specific clients and document types
2. Dedicated **quality team** assigned to monitor quality

5 Value Delivered

1. **Same day policy issuance (50% faster)** after partnering with SLK Global
2. Consistently **exceeding accuracy levels and turn time service levels**
3. **Enhanced customer satisfaction levels**

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