

# INSURANCE PRODUCTIVITY OPTIMIZATION FINANCIAL SERVICES CASE STUDY



One of Canada's leading financial institutions serving over 3 million customers engaged Trident to improve productivity, raise service levels, and lower claims overpayment costs across 3 offices located in Quebec City, Longueuil and Toronto.

## 12%

**INCREASE IN  
PRODUCTIVITY**

## \$3,800,000

**ANNUALIZED  
SAVINGS**

## 13%

**REDUCTION  
IN CALLS PER CLAIM**

### HOW WE MADE IT HAPPEN

#### Improved disability claims services productivity:

- Eliminated non-value add signoffs, reducing overall signoffs by 26%
- Implemented a gating process for claims received with incomplete information
- Developed standardized note taking and case documentation practices to ensure consistency and efficiency across locations, and implemented dashboards to monitor compliance
- Created a claim approval checklist to ensure claimant phone interviews were only performed as needed, reducing calls per claim by 13%
- Developed letter templates to standardize communication content with claimants and reduce non-value add time performed
- Installed management dashboards and implemented active management practices, reducing backlog tasks by 5%

#### Improved service levels by standardizing calls:

- Standardized case manager call preparation checklists for outbound calls
- Reduced call handling skills variability, reducing average handling time by 2%
- Trained administrative agents to answer claimant questions, reducing call transfers to case managers by 4%

#### Reduced average overpayments:

- Implemented task dashboards, enabling area managers to identify high priority and financial impact tasks
- Improved financial task turnaround time to reduce impact of overpayments

*"The Trident team has demonstrated skills and discipline to guide us through our program of process redesign, delivering the benefits identified during the assessment. The methodology and experience demonstrated by Trident, as well as the experience and the leadership of your staff were of great benefit. Trident was able to put the interests of our company above any other."*

*– Senior Vice President*