

OPERATIONS EFFICIENCY TURNAROUND

FINANCIAL SERVICES CASE STUDY



TRINDENT
CONSULTING
make it happen™

An insurance market leader in Korea, seeking to improve its competitive position in Thailand and China engaged Trindent to perform an operations efficiency turnaround at one of its business divisions based in Bangkok, Thailand. The client aimed to raise service levels and decrease costs.

20%

**PRODUCTIVITY
IMPROVEMENT**

50%

**DECREASE IN
TURNAROUND TIME**

67%

**REDUCTION IN
UNREALIZED
PREMIUM LOSSES**

HOW WE MADE IT HAPPEN

- Improved customer service productivity services by over 20%:
 - Cross-training service teams
 - Introductory enquiry categories for the majority of inbound calls
 - Routed calls to most skilled available CSR
 - Balanced workload between teams
- Improved cash remittance ratio by encouraging new customers to remit by pre-authorized payment
- Installed real-time dashboards that measured and controlled productivity, quality, speed, error rates and backlog
- Enhanced claims assessment process to route inbound claims to the assessors with the correct authority limits and experience levels
- Classified claims cases as quick versus complex and ensured processing with the appropriate level of assessment
- Eliminated unnecessary actuarial verification activities for key loan and policy surrender processes
- Improved collections performance in group insurance business by issuing timely correspondence regarding failed pre-authorized payments, helping reduce unrealized premium losses by 67%
- Designed resource-planning tools to estimate future staffing levels based on forecasted work volumes
- Coached and transformed front-line supervisors to actively manage

"Trindent contributed deep subject matter expertise in a straightforward fashion despite the cultural complexities and linguistic barriers at hand. What was most impressive is that the reporting tools were deployed within a period of only 9 weeks – with no IT investments. It is my hope that this management system becomes the corporate standard for how operational effectiveness is assessed across our division"

-Executive Vice President