

BACK OFFICE PROCESS IMPROVEMENT

FINANCIAL SERVICES CASE STUDY

The Indonesian division of one of the largest financial institutions in the world engaged Trident to develop new quality gatekeeping processes, design and implement Management Operation Systems, and enhance active management across three groups within the insurance practice in order to increase productivity.

29%

**DECREASE IN CLAIMS
TURN AROUND TIME**

US\$1,400,000

**ANNUALIZED
SAVINGS**

62%

**INCREASE IN
OCCUPANCY RATE**

HOW WE MADE IT HAPPEN

Back office productivity

- Implemented a structured quality check upon submission and automated messaging to ensure submissions are complete and sent to the right team
- Developed rating tables for fire and simple property policies to address up to 35% of non-standard policies and convert to standard processes
- Installed non-standard log to continuously identify and reduce the proportion of non-standard policies
- Removed unstructured, duplicate checks that existed in underwriting and claims
- Re-allocated responsibilities and increased authority limits to minimize hand-offs in each process
- Merged teams where possible to reduce overtime through improved allocation of resources and workloads
- Increased visibility into internal errors to allow proactive measures and re-training where required

- Installed daily schedule reviews, management tools and active management behaviors to improve business visibility, enhance productivity, and drive continuous improvement
- Aligned authority levels with business needs and risks to reduce escalation rates

Call center efficiency

- Implemented resource management tools to improve call center occupancy by 62% and reduce call center hours by 54%
- Eliminated duplicate logging of calls to reduce after-call work
- Transferred responsibilities to the contact center to improve first-call resolution and Average Handle Time
- Reduced customer complaints in the call center by 45% per week

"Despite a challenging environment with both cultural and language barriers, Trident was able to work alongside each department and implement changes in our Policy Management, Underwriting and Claims departments. Trident delivered on the stated objectives within the timelines promised and I have been quite impressed with the speed at which the team was able to facilitate change."