

BACK-OFFICE IMPROVEMENT FINANCIAL SERVICES CASE STUDY



A Japanese division of one of the largest global insurance providers engaged Trindent to improve productivity and implement effective management processes.

64%

**PRODUCTIVITY
IMPROVEMENT**

32%

**REDUCTION IN
PROCESSING ERRORS**

21%

**REDUCTION IN
LABOR HOURS**

HOW WE MADE IT HAPPEN

Upgraded the customer error reduction program, leading to a significantly improved customer experience:

- Implemented an error reduction program to analyze and eliminate errors on customer submitted documents reducing errors by 50%
- Identified alternate mail methods for documents returned to customers based on risk of error

Improved reporting and management systems:

- Installed area and Performance Dashboards
- Implemented early warning management system to immediately identify variances to plan and enable management to take corrective action Installed short-interval feedback mechanism to drive performance accountability throughout all levels of staff

Implemented 'Straight Through' processing:

- Consolidated and processing across teams and implemented 'Straight Through' processing strategies across the business, saving over 25,000 hours per year Implemented workload balancing tools which contributed to 21% reduction in labor costs
- Developed a risk profile and eliminated multiple checks according to process risk level

"The Trindent team immediately built relationships with our local staff enabling them to get to the root cause of issues and quickly solve business problems. As we continue to proceed with the implementation of our global gold standard, we consider the Trindent team an important business partner."