INSURANCE LEAN OFFICE OPTIMIZATION

FINANCIAL SERVICES CASE STUDY

TRINDENT
C O N S U L T I N G
make it happen™

A leading Pension and Group Benefits administrator in Hong Kong engaged Trindent to improve the productivity of their back-office functions in order to decrease operating costs.

15%	**US$520,000**	**10%**
REDUCTION IN COST PER CASE	**IN EBITDA IMPROVEMENT**	**REDUCTION IN OVERTIME COSTS, LABOR AND BENEFITS**

HOW WE MADE IT HAPPEN

- Reduced duplicate process steps by 30% by:
    - Introducing random quality sampling
    - Enforcing personal accountability for data entry errors in-process
    - Improving error monitoring tools
    - Installing new agent training tools
- Reduced error rates on incoming documents by 11% through simplification of existing forms and online submissions
- Reduced call duration and call logging times in customer service, decreasing average handling times by 10%

- Managed workload fluctuations by crewing to weekly volume estimates and using temp staff for peak periods
- Guided managers through coaching exercises to harness talent and translate it into performance by leveraging active management
- Developed a rewards and recognition program to align employee behaviors and performance with business targets and objectives that were understood by all levels of the company
- Reduced cost per case by 15%

"By the adoption of Trindent's methodology of streamlining and improving process flows, additional to an enhancement of our workflow and imaging system, we were able to realize a reduction in our operating costs and a reduction in error rates. Trindent fulfilled its commitment to deliver results and to transfer the ability to sustain them."

-Senior Vice President

WE'RE HERE TO MAKE IT HAPPEN™.
CONTACT US TODAY AT info@trindent.com.