

Our Insurance Credentials

We have been working with global insurance companies for over 25 years, on such diverse projects as collections & servicing outsourcing, global restructuring, regulation, re-branding, cost efficiency and data management. A selection of mini case studies is shown below.



Global Transformation Programme

This multinational insurer was about to launch a group wide operations and technology transformation programme, and needed support in rapidly establishing an Enterprise Programme Management Office to co-ordinate and control multi location & multi discipline workstreams. We customised our PMO Blueprint to provide weekly updates on progress to the Executive Committee, and implemented practical, effective financial control across the programme budget.



Rebranding a traditional insurer

To support its global rebranding strategy, this multinational needed to gain and maintain control of regional rebranding projects and to keep them aligned with the new vision. We provided an experienced programme manager to work along side the marketing director, creating a visibly integrated rollout plan and associated communications. Financial control was key to this multi million pound programme, a key feature of our programme management practice.



Regulatory Change

Solvency II had a major impact for this global insurer, with it's Asia regional office based in Hong Kong, and offices in more than a dozen countries in the region. We provided programme management and PMO expertise to quickly mobilise the programme team, establishing a rapid resourcing team to meet the demands for subject matter specialists, and creating an holistic view of the regulatory demands of the programme across the region. We worked closely with this client on preparing for regulatory reviews and on developing internal awareness of how the enhanced risk management focus would benefit the business in the future.



Customer Services Expansion

For this UK based insurer, we managed the strategic programme to move their Life & Pensions claims and underwriting back office off shore, whilst retaining full customer service during migration. We implemented new work flow & imaging systems, a new call centre with virtual telephony capability and relocated operations from the client's existing premises to the newly acquired environment with re-engineered processes. A key factor in the successful migration (2,000 calls processed on first day with zero errors) was our focus on managing employee concerns over the future operating model, and generating enthusiastic support for the future vision.



Optimising Technology Spend

After many years of strategic acquisitions, this client was facing the challenge of optimising technology spend across diverse technology platforms and geographical locations. Based on our Portfolio Management toolkit, we managed a cost efficiency study across 14 locations and three major data centres, identifying savings potential in excess of GBP 250m. In addition to the targeted cost savings, we also identified significant cost reduction opportunities as a result of stopping or refocusing project initiatives that no longer aligned with the Group's strategy



New Business Technology

Following a key business acquisition, this general insurer needed to rapidly deploy a tactical motability claims and underwriting system whilst a strategic solution was developed. We project managed the build of a claims administration system using Rapid Application Development (RAD) tools, delivering the core system in less than a month, and underwriting applications one month later. Subsequent Incremental and frequent releases were deployed responding to the business' appetite for greater functionality ensuring high customer satisfaction.



Outsourcing & Business Start Up

This GSII had a successful FMCG Home Services business, collecting in the region of GBP 125m in annual premiums, with 1,000 staff operating from 14 branches nationwide. We prepared the client for outsourcing the industrial business, including business case preparation, scenario modeling and risk assessment. A key feature in this programme was gaining early understanding of the human impact of the change, both from an employee and a customer perspective to ensure a seamless transfer to the new ways of working.

If you would like to find out more about how we can support you to deliver change, develop change and programme management capability in your teams, or help you to set up PMO's for major programmes, please contact us:

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