



REPRESENTATIVE ENGAGEMENT

Home Office Reengineering Review

Client Profile:	<ul style="list-style-type: none"> ■ A large national diversified financial services company ■ Provider of individual and group life insurance, annuities, dental and other select employee benefits, retirement plans, banking, and mutual funds
Business Issue:	<ul style="list-style-type: none"> ■ Increase sales without profit margin deterioration ■ Increase operational capacity of back office ops without headcount increase ■ Enable knowledge transfer to sustain business process improvements
Engagement Plan:	<ul style="list-style-type: none"> ■ Reengineer Home Office functions, including presale, new business, enrollment, billing, renewals, and policy changes/terminations ■ Facilitate transformation from functional operation to “one-stop shop” operation organized around producer ■ Design required system changes to support industry’s evolution to an employee-paid model ■ Develop staffing models to support reengineered environment
Solution:	<ul style="list-style-type: none"> ■ Leveraged an image based workflow solution for business processing ■ Redesigned a significant portion of the mainframe system to support employee level data collection ■ Created on-line help function to support desktop processing ■ Identified strategic importance of Large Case market and created new unit to support this market ■ Developed production metrics and service level agreements
Benefits:	<ul style="list-style-type: none"> ■ 30% to 50% increase in operational capacity, with doubling of sales without commensurate headcount increase ■ Business process improvement has been sustained for more than 5 years

