



# REPRESENTATIVE ENGAGEMENT

## Operations Consolidation And Optimization

<b>Client Profile:</b>	<ul style="list-style-type: none"> <li>A life insurance division of a large global financial services company, with annual sales over \$210 million and more than 1,000 employees</li> <li>Division was responsible for the sales and back office support of a variety of life insurance products and services</li> </ul>
<b>Business Issue:</b>	<ul style="list-style-type: none"> <li>Consolidate the back office life insurance operations (e.g., New Business, Underwriting, Claims, Customer Service, Reinsurance, Contract and Licensing, etc.) and support units (e.g., Application Technology, Training, Accounting, Human Resources) of two similar business units into a single operational site. The goals were to reduce costs, increase productivity, enhance service delivery, centralize business knowledge, and improve the cultural fit</li> </ul>
<b>Engagement Plan:</b>	<ul style="list-style-type: none"> <li>Define the program structure, required work streams, transition timeframes, target staffing levels, and hiring plans</li> <li>Develop detailed project plans, by work stream, across all time horizons: pre-announcement, announcement, pre-transition, "day one" processing, and post transition</li> <li>Execute the consolidation plans, with a focus on hiring and training new staff; transferring product and distribution channel knowledge; minimizing the impact on the distribution groups; maintaining service levels at both sites during the consolidation process; and communicating effectively to impacted stakeholders</li> </ul>
<b>Solution:</b>	<ul style="list-style-type: none"> <li>Incorporated tools and methodology to plan, organize, and execute the consolidation</li> <li>Delivered a solid team structure that inspired outstanding team work</li> <li>Provided program leadership in both the planning and implementation phases</li> <li>Used effective program communications, reporting, and monitoring</li> <li>Identified project risks and developed mitigation strategies</li> </ul>
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>Reduced annual expenses between \$15 and \$20 million</li> <li>Enabled the business to achieve additional synergies through technology integration</li> <li>Positioned the company for improved speed to market</li> <li>Developed a repeatable process for future moves, consolidations, and acquisitions</li> </ul>

### SAMPLE APPROACH FOR RESOURCE TRANSITIONING - CUSTOMER SERVICE

