

IMPROVING OPERATING PERFORMANCE AND OUTCOMES FOR AN INDUSTRY START-UP

Region:

North America

Client:

North American
Start-Up MGA

Project or Retainer Name:

Improving operating
performance and outcomes
for an Industry Start-Up

GB Services:

- Quality standards
- Performance measurement and analytics
- Operational best practices - flexible staffing strategy
- IT processes and procedures

A start-up MGA and its carrier partner engaged Gallagher Bassett to initiate and manage the launch of its niche program. After two successful years, the start-up elected to harness their learnings and manage with their own in-house team. However, after a period of time the new platform was evaluated and Gallagher Bassett was re-engaged to enhance performance and integrate additional improvements for continued growth.

Our Approach:

Gallagher Bassett built on learnings established during the first engagement, identified changes to the client's product mix and gained deeper control of procedures to implement a successful program for the North American start-up. As a result, Gallagher Bassett executed additional processes including exposure-based staffing, policy level data transmission and enhanced compliance with Carrier Practice standards to improve the program's health.

Results/outcomes achieved:

Our flexible and results-driven approach to managing the start-up's program prior to the transition to in-house influenced their decision to re-engage Gallagher Bassett. The legacy account team was activated to oversee the transition and the program is positioned for growth for years to come.

Statistics:

- The enhanced program is a significant addition to the Carrier Practice portfolio –**Anticipate several thousand claims reported and resolved by the account team.**