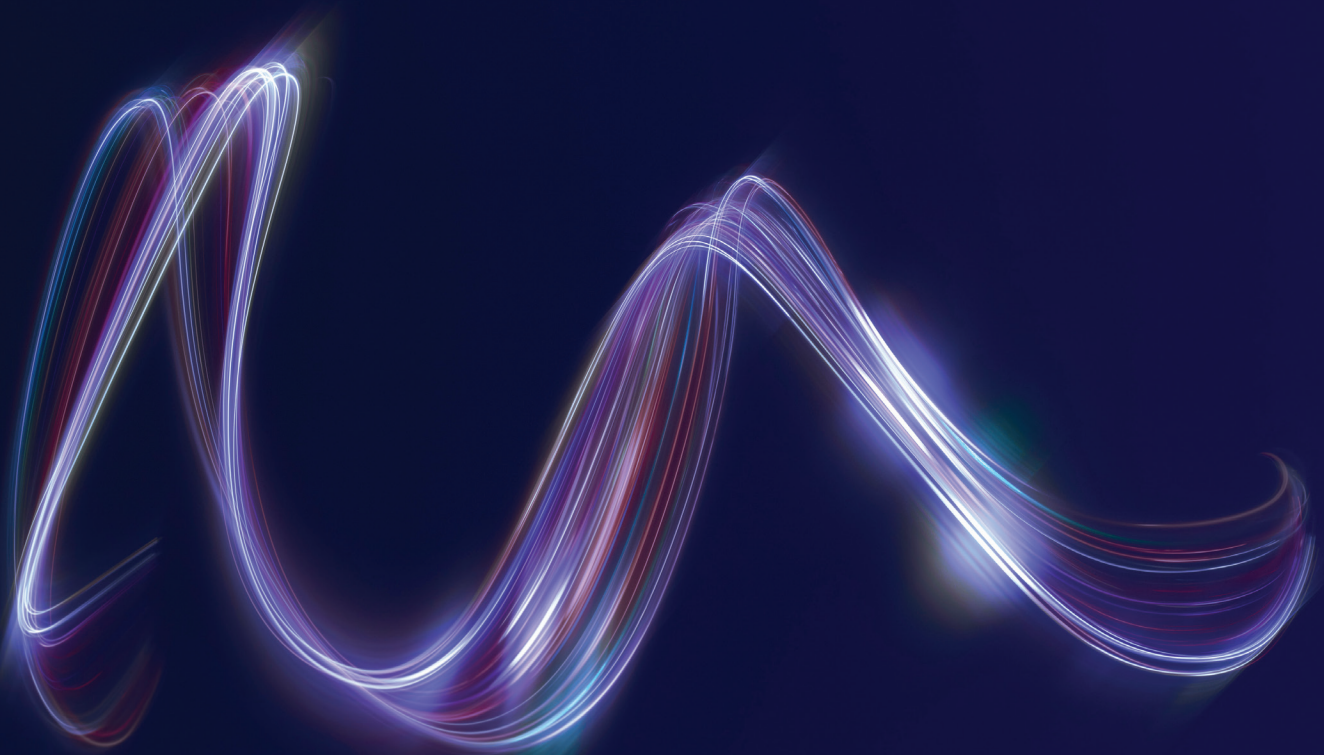


# BUSINESS PROCESS MANAGEMENT

OPTIMIZING THE COMPLETE  
POLICY LIFECYCLE



## GROWING YOUR BUSINESS INTO THE FUTURE

The insurance industry is entering a period of unprecedented change, bringing both disruption and new opportunities. Preparing for these changes while continuing to grow your business profitably requires an organizational agility to respond proactively to market changes and even lead them.

Operational excellence is a first step in improving your current performance and preparing for the future. And to achieve that, your people need to be able to function as insurance professionals—focusing their time on what counts. Optimizing your operations not only gives you the ability to generate more revenue and improve customer service, it gives your organization the necessary capacity to plan, prepare, and respond to impending market changes.

## OPERATIONAL EXCELLENCE DRIVES PROFITABLE GROWTH

Wholly focused on the insurance industry, we take an in-depth, comprehensive approach to providing business process management solutions. Our focus is on helping your organization achieve its business objectives. Whether you want to increase profitability, improve customer service, maintain compliance, reduce waste, or all of the above, we enable you to meet your desired business goals by significantly improving your operational performance.

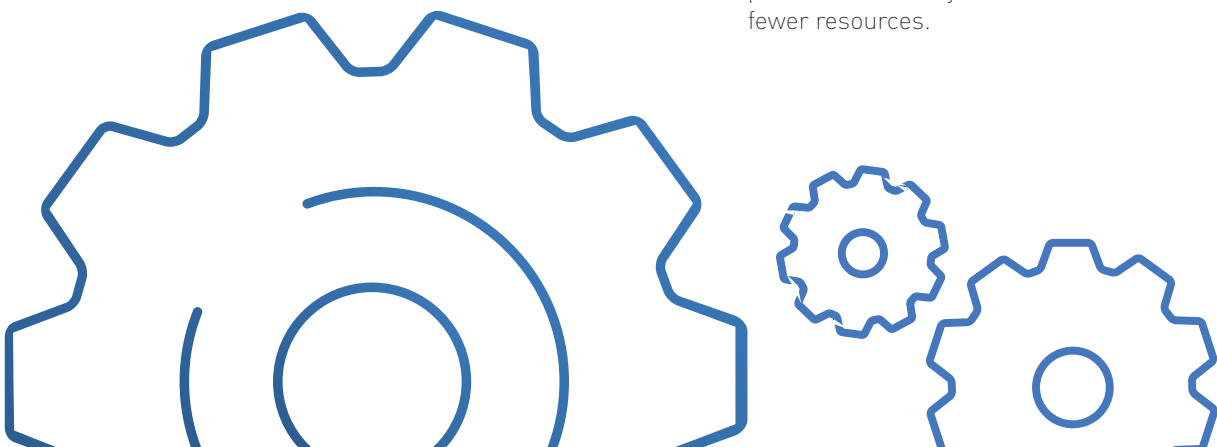
With solutions that address every functional operational area of your business, you'll have comprehensive resources dedicated to every facet of your insurance operations. Our customized, dedicated approach creates intimate knowledge of your culture, standards and systems, so that together we can optimize your operations for excellence.

“TRADITIONAL APPROACHES THAT FOCUS ON COST-REDUCTION CAN YIELD 2X RETURNS. WE LIKE A HOLISTIC APPROACH THAT SIGNIFICANTLY IMPROVES PRODUCTIVITY OF EXISTING STAFF, WHICH CAN BE A 10X TO 20X OPPORTUNITY.”

*K. Patrick Armstrong, CPCU  
Vice President, Business Development  
ReSource Pro*

## THE BENEFITS YOU CAN EXPECT

- **GROWING PROFITABLY**  
Our solutions will free up capacity within your organization so that your people can sell more, service clients better, and have the headspace to innovate, address business challenges, and create stronger relationships.
- **ASSURING COMPLIANCE**  
We'll help you manage your backlogs, meet timelines, and reduce regulatory and market-driven risk.
- **IMPROVING CUSTOMER SERVICE**  
With increased bandwidth, your employees will be able to anticipate customer needs, build customer intimacy, and deliver routine functions accurately, consistently, and efficiently.
- **INCREASING PRODUCTIVITY AND PERFORMANCE**  
By applying best practices and focusing on continual improvement and innovation, we'll optimize processes so that you can do more and better with fewer resources.



# BUSINESS PROCESS MANAGEMENT MODULES

Addressing the complete insurance lifecycle, your dedicated ReSource Pro staff will expertly provide you with comprehensive, accurate, and efficient solutions. We'll customize each solution to include the relevant tasks necessary for your organization.

**SUBMISSION-TO-ISSUE** — Increase submission performance with efficient qualification and rating and proactive quote management. We'll apply consistency and standardization to the binding process, ensuring all details are covered.

**POLICY SERVICING** — We maintain optimal servicing as your staff focuses on new business.

**CLAIMS HANDLING** — Prompt, accurate and efficient, we proactively help you process claims, resulting in improved outcomes for your clients.

**RENEWALS** — Increase customer retention with more efficient processes, focused attention, and consistent service delivery.

**ACCOUNTING** — Ensure accuracy as we increase consistency and timeliness, allowing your staff to focus on financial analysis.

**QUALITY ASSURANCE** — By maintaining compliance, you'll be able to reduce E&O risk and regulatory issues through standardized, timely processes.

## RESULTS WITH IMPACT

The improvements below illustrate the results we've delivered during specific client engagements.

6,746

Number of backlogged processes eliminated for client in 6 months



70%

Improved turnaround time for New Business Policy Issuance

57%

Reduction in policy checking times



## DESIGNED FOR IMPACT

Whether you're driving growth, profitability, or scale, your business challenges aren't just tech problems. And they're not just talent problems, process problems, or data problems. They're all of the above—complex challenges that need complex solutions. In short, they're an integration problem. Our Integrated Solutions bring all the elements together—people, process, technology, and data—to solve your most complex business objectives.

## ABOUT RESOURCE PRO

ReSource Pro brings to the insurance industry tools, technology and strategic services that enable profitable growth through operations excellence. Headquartered in New York, ReSource Pro's global service centers address client operational needs around the clock. Recognized as an industry thought leader and listed as one of Inc. 500/5000 Fastest Growing Private Companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships, and its unique productivity platform for insurance operations. Over 5,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

**[resourcepro.com](https://resourcepro.com)**



**ReSourcePro**  
RETHINK OPERATIONS