



SPECIALIZED SOLUTIONS

# INNOVATION LAB

CREATING TOMORROW'S  
SOLUTIONS TODAY

Your Hub for Innovation

# GET FUTURE READY

ReSource Pro's Innovation Lab is where we transform ideas into actionable initiatives to impact your business. We're pulling together our best people, practices, ideas, technologies, and clients to join us in collaboratively designing the insurance organization of the future. Together, we'll be creating new solutions that optimize your business and prepare us for the future, starting today.

# OUR GUIDING PRINCIPLES

## **DESIGNING THE FUTURE OF INSURANCE OPERATIONS**

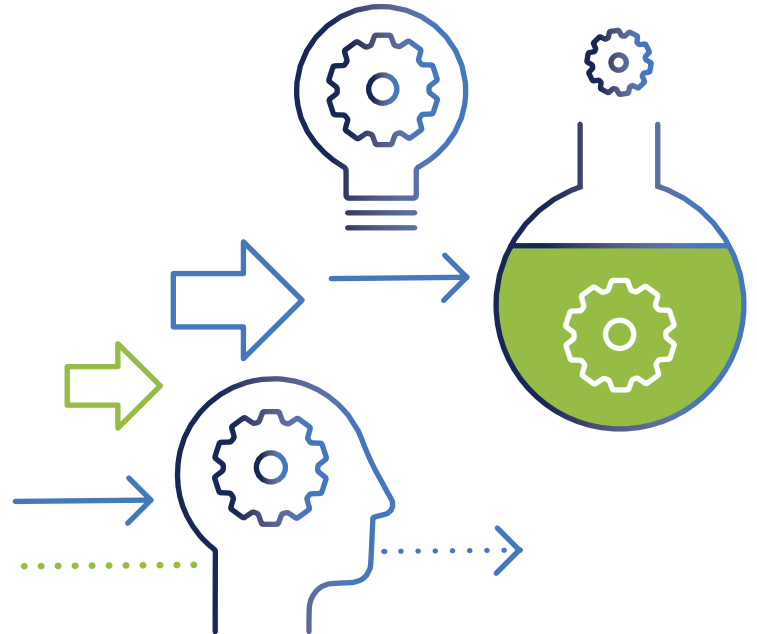
Together we'll develop the tools, technology, and services to keep us relevant now and for the long term.

## **TURNING IDEAS INTO ACTION**

Join us in growing smart ideas into valuable solutions.

## **ENHANCING PARTNERSHIPS AND COLLABORATION**

Partner with us to gain access to our extensive knowledge base, and together we'll improve your business and processes.



# COLLABORATE WITH US

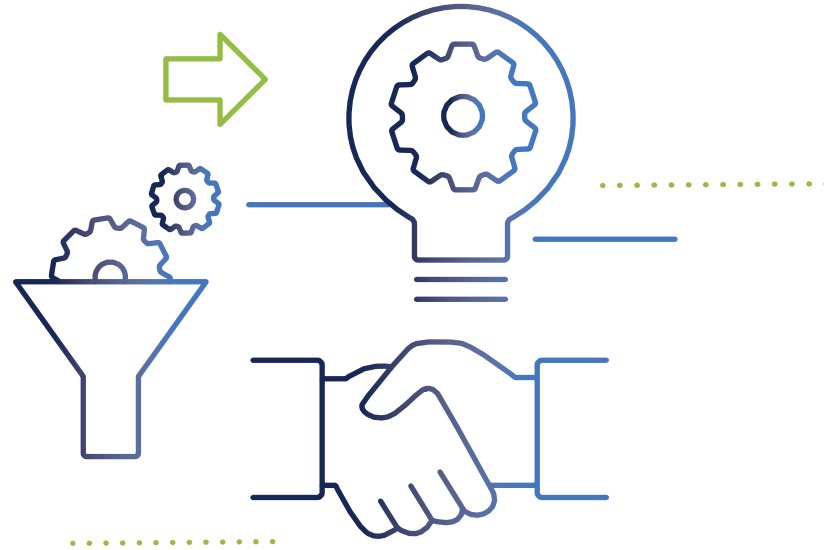
## HERE'S HOW

### **PARTICIPATION – HOW IT WORKS**

Within our three focus areas – Productivity, Digital and Analytics – you'll find programs designed to drive continued excellence within insurance operations. What defines them all is their ability to provide value to the market. We're inviting you to participate in those that meet your needs and fulfill an outcome you're looking to achieve.

### **BRING US YOUR IDEAS OR DESIRED OUTCOME**

In addition to selecting one of the defined programs, you can also suggest an initiative or tell us about an outcome that you'd like to achieve. Once we've evaluated and validated the challenge, we'll work with you to develop a value-driven solution.



# THE PROCESS

## EVALUATE

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Identify relevant tracks and programs that address an area or challenge your organization would like to improve.

## DESIGN

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Together we'll design or customize a targeted solution.

## EXECUTE

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We'll deploy the solution, measure its efficacy and fine-tune it for maximum results.



# SELECT YOUR PROGRAM



## PRODUCTIVITY

Increase your output and target improvable outcomes. Drawing on resources from our range of capabilities, we'll design a plan with your needs in mind.

### Productivity Programs

- **UNLOCK TRANSFORMATIONAL VALUE**  
Providing greater business insights, enhanced process efficiency and higher value for spend through an integrated, end-to-end solution.

Integrated functional support for:

1. New Business
2. Renewals
3. Policy Servicing
4. Accounting
5. Claims



## DIGITAL

Automation, robotics, and artificial intelligence will shape the future of the insurance industry. We'll introduce digital capabilities that will enhance your business.

### Digital Programs

- **DIGITAL DOC DELIVERY**  
Automate and expedite the retrieval of documents from carrier partners.
- **BUILD YOUR BOT**  
Drive throughput and accuracy with a custom digital robot.



## ANALYTICS

Uncovering insights from the data you're already collecting can provide powerful decision-making support. We'll deliver analytics tools to give you even better insight into improving your business.

### Analytics Programs

- **EXECUTIVE INSIGHTS**  
Build a custom dashboard that captures, stores and analyzes your most important KPIs.
- **POLICY INSIGHTS**  
Track carrier service performance; quantify the impact of policy errors, and tap into our best practices.
- **CARRIER INSIGHTS**  
Understand, track, and manage carrier contracts for maximum alignment and results.

# INNOVATING OUR WAY INTO THE FUTURE

For more information about how you can participate in the Innovation Lab, contact your client advisor or Andy Niver at:  
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It's time to  
ReThink Operations.

## **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 4,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

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