

BUSINESS PROCESS MANAGEMENT

PREMIER SERVICE



GAIN THE EXPERIENCED STAFF YOU NEED

In today's evolving talent market, finding and training the staff you need to grow your insurance organization and maintain high service levels can take months. Retention is a whole other challenge. Traditional outsourcing can eliminate the burden of smaller, individual tasks, but what if your organization needs help with larger projects or processes that require greater insurance knowledge and individual judgement?

RESOURCE PRO PREMIER SERVICE

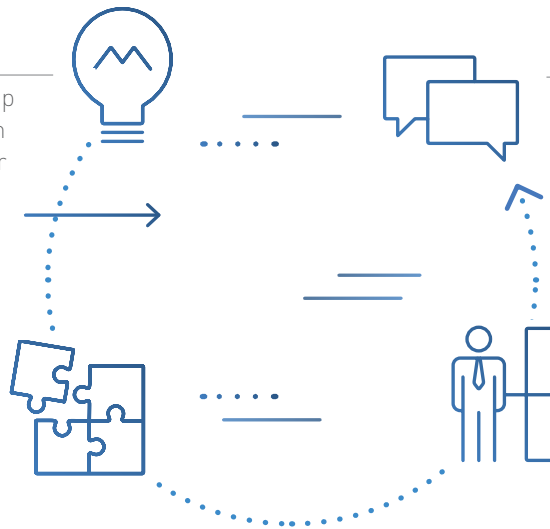
Premier Service provides retail agencies and underwriting organizations with a high-end staffing solution capable of managing their end-to-end insurance workflows. Our service staff have specialized insurance knowledge and work to familiarize themselves with your systems and processes. This enables them to closely support your account managers or underwriters while minimizing the need for handoffs and step-by-step instructions, facilitating smoother operations management.

1. KNOWLEDGE

Premier Service staff have deep insurance knowledge, focus on developing familiarity with your AMS and operation workflows, and view assigned work holistically from an account-level perspective.

2. PROBLEM SOLVING

Using analytics techniques and previous experience, Premier staff conduct root cause analysis and proactively share observations, findings, or improvement opportunities around workflows with you.



4. INTERACTION

When a business problem or need arises, Premier staff liaise with your internal stakeholders to solve it and minimize the number of handoffs between ReSource Pro and your organization.

3. ACCOUNTABILITY

Premier staff attach to your account managers' or underwriters' books of business, manage their own priorities and timeframes, and have certain levels of authority on risk assessment and pricing.

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HERE'S WHY IT MAKES BUSINESS SENSE

END-TO-END SERVICE – Gain extended service on the entire insurance lifecycle, instead of just individual tasks.

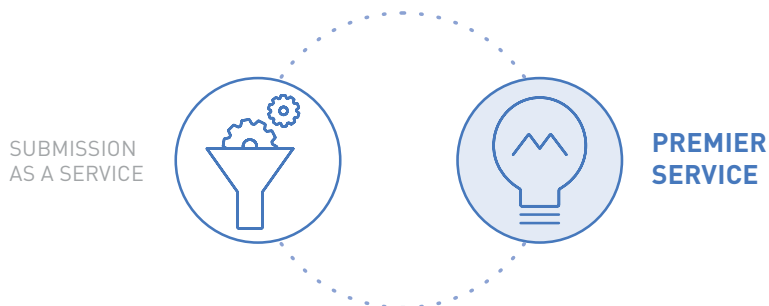
BROAD AND EXTENSIVE KNOWLEDGE – We provide well-trained and experienced staff, whose work involves deeper insurance knowledge and management skills.

INCREASED OPERATIONAL EFFICIENCY – Benefit from less handoffs and less instructions needed. Receive proactive suggestions and solutions around your workflows.

HIGH-VALUE IMPACT – Maximize the ability of account managers and underwriters to focus on client-facing activities.

BUSINESS PROCESS MANAGEMENT MODULES

When you delegate critical administrative tasks to ReSource Pro, you'll give your staff capacity to focus on more strategic work.



EXPERIENCE YOU CAN COUNT ON

Increased capacity for account managers and underwriters by

40-80%



Improved account profitability by

10%



Improved client retention rate by

2-5%



FOR MORE INFORMATION

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