

# Optimizing Operations to Increase Revenue per Employee

## ABOUT THE CUSTOMER

This case study reflects ReSource Pro's recent engagement with the Employee Benefits division of one of the world's largest insurance brokers.

## THE CHALLENGE

The director of the Employee Benefits division set a goal to raise revenue per employee. An integral aspect of achieving the objective was to provide Employee Benefit (EB) Consultants with the capacity (time and resources) to focus on higher value, revenue-generating activities. This required the optimization of operations and processes, including transferring some of these processes to external teams.

## THE SOLUTION

Hearing about the results other divisions had experienced as a result of their partnership with ReSource Pro, the EB management division looked to our team to provide a solution. One of the first steps in the solution developed was to standardize processes.

Since EB consultants were handling a lot of administrative tasks, everyone was doing them uniquely in absence of a standardized, defined process. This of course meant that best practices weren't being consistently utilized, and as a result there was waste. ReSource Pro worked the division to develop standardized processes that were infused with industry best practices, making them more efficient and effective, thus elevating service levels.

These standardized processes were developed in close collaboration with our service delivery teams. This meant that once in place, processes could be seamlessly transferred to those same service delivery teams as they were not only trained on the process, but helped to develop them.

Our service delivery teams have real expertise in optimizing processes. The advantage of having them collaborate on solutions from the outset – in addition to their valuable insight – is that they are able to seamlessly take over processes," said, K. Patrick Armstrong, CPCU, Vice President Business Development at ReSource Pro. "This gave EB management and consultants the ability to immediately pursue high-value, revenue-generating activity, which goes straight to the top and bottom line.

### CUSTOMER PROFILE

Insurance, Employee Benefits

### LOCATION

New England Region, US

### BUSINESS NEED

Increase revenue per employee within Employee Benefits division.

### SOLUTION

Standardize and optimize processes allowing the division to source low-value activities to their ReSource Pro team.

### THE IMPACT

- Consultants now have more time to strengthen relationships, service accounts and focus on revenue-generating activity.
- Standardized and streamlined procedures have optimized processes and improved service.
- Due to the initial success of the project, additional processes are being optimized to further improve operations and results.