



# Enlighten

## Client Case Study

# FINANCIAL INSTITUTION

# Overview

Our client is a leading global provider of insurance, reinsurance and employee benefits related advice, brokerage and associated services.

## Goals

- Reduce operational costs
- Reduce turnaround times
- Simplify processes
- Identify offshoring process
- Identify organizational structural improvements

## The Program

- 20-week program run in Adelaide, Brisbane & Sydney Australia, as well as Mumbai India –138 FTE across all sites
- Identified waste time experienced by processors
- Established ideal processing times for teams to work towards
- Identified process improvement opportunities within scope
- Conducted regular, structured training sessions and continuous one-on-one coaching for managers

## Results

- Identified benefit of \$2.1m (\$1.8 Australia+ \$200k India)
- Identified benefit to 37.1% (35.9% Australia+ 39.4%India)
- Improved efficiency by 25.4 %
- Improved productivity across teams by over 50%
- Identified over 50 process improvement opportunities
- Increased Culture/staff satisfaction throughout the duration of the project, as measured in the survey results

