

Financial Services

Mergers and Acquisitions

Our Client

One of the largest providers of insurance services in the UK With over 10 million customers across multiple products from car, home and health insurance to pensions and investments.



Introduction

A global insurance organisation looking to reduce operational costs as an outcome of an acquisition programme.

Challenge

Process and product complexity across multiple geographical locations and sales channels had resulted in the change programme stalling.

Solution

Our team worked day to day with the diverse range of functions, roles and processes to compile a simple visualisation of the current operating model. We facilitated a new vision and plan of the changes needed and how this translated to the delivery of a revised business plan. A clear implementation plan focussed on weekly deliverables gave the programme the momentum needed to make the programme a success.

Result

£10 million of savings delivered in 12 months achieved through simplification of processes, organisational design and consolidation of the property portfolio.

Our Approach

Working from the business plan to analyse core business processes across people, processes and systems to define cohesive change plans that could be easily understood and adopted across:

- Six geographically dispersed office locations
- Forty reseller and intermediary locations.
- Commercial operations
- Underwriting
- Finance
- Human Resources
- Procurement and fulfilment
- Customer support
- Proposition development
- Retention
- Business Support
- Corporate Real Estate

The vision and concept for the new organisation was communicated across:

- 100 top executives
- 40 Senior managers
- 150+ line management roles
- All employees

