

PROCESS MATURITY

OPTIMIZE VALUE BY ENSURING
OPERATIONAL INTEGRITY



ARE YOU EQUIPPED TO HANDLE THE CHALLENGES AHEAD?

The insurance industry faces a multitude of pressures ranging from low interest rates and rising regulatory obligations to increased competition and customer expectations—just to name a few. Most companies are exploring new initiatives and technologies in order to thrive in this market. However, these approaches are only as effective as the operating processes that support them. That's why it's critical to troubleshoot and streamline your current operating environment to maximize today's opportunities.

RESOURCE PRO'S PROVEN MODEL

ReSource Pro's Process Maturity model allows you to quickly assess the integrity of your operating environment. We provide a structured methodology to assist in preparing for readiness reviews, market introductions, and internal and external due diligence efforts—which gives you a deeper understanding of how well your processes are constructed, executed, measured, and sustained.

From the moment you identify the objectives and processes to be addressed, our consultants conduct interviews, make observations, review process documentation, and analyze key metrics and controls against key process maturity attributes. We synthesize that information to outline the specific advancements that must be made to achieve desired maturity levels.

KEY DELIVERABLES

ReSource Pro works within your existing process environment to help ensure operational integrity. We deliver:

- A process maturity summary that identifies:
 - Nonperforming processes and remediation approaches
 - Underperforming processes that are not producing the desired results—and recommended steps for advancement
- An implementation plan to address the key points on the process maturity summary
- An intuitive toolset that your organization can administer on an ongoing basis

WHAT ARE THE BENEFITS?

Our model delivers proven results, allowing your organization to:

- Operate efficiently within the current environment
- Ensure a stable base for adapting to change
- Remediate broken or nonperforming processes
- Advance underperforming processes

WHY RESOURCE PRO?

ReSource Pro consultants are seasoned insurance industry experts with line management experience in operations and technology. This firsthand industry expertise, combined with our proven Process Maturity model, gives us unmatched insight into the problems you face. It also puts us in a unique position to collaboratively expand and extend your team's skills.

To learn more, visit resourcepro.com/carrierconsulting



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