

## RESOURCE PRO PROVIDES STRATEGIC GUIDANCE TO STARTUP MANAGING GENERAL UNDERWRITER (MGU)

### CHALLENGE

The client was preparing to enter the U.S. MGU wholesale marketplace and identified the need for an experienced partner who could help them develop their strategic vision, goals, and priorities, a technology roadmap, and a target operating model. The client decided to partner with ReSource Pro due to our expertise in the wholesale and U.S. MGU market, as well as our research insights in this space. Additionally, ReSource Pro offered the capability of supporting any process and resourcing needs identified through this engagement through our BPM solution.

### SOLUTION

To support the MGU's U.S. launch, ReSource Pro's Operations Advisory consultants:

- Created an agile program governance structure to establish and monitor key activities
- Developed a combined project plan and communication structure
- Created 3 sprints focused on conjunction of technology and business tracks
- Coordinated workshops for each sprint with documentation capture in key areas of focus in operational design principles
- Established a single point of reference for all document storage and project artifacts

### IMPACT AND RESULTS

- 100 key project artifacts captured (workflow maps, technology capabilities, business operating functions for day 1)
- 200 project plan activities completed
- 29 pages of key notes and action items captured
- 140 working sessions, meetings, discussions scheduled and completed
- Technology and BPO vendor selection process completed
- On time and on budget

### CUSTOMER PROFILE

Startup U.S. MGU

### BUSINESS NEED

The client sought a partner with market expertise and research insights to help guide their U.S. launch.

### SOLUTION

ReSource Pro Operations Advisory

### BENEFITS TO THE CLIENT

Development of strategic vision, goals, and priorities, a technology roadmap, and a target operating model

### ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,500 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience.

### FOR MORE INFORMATION

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