

# USE CASE | SPECIALTY CARRIER

## UNDERWRITING AND CLAIMS OPERATIONS

## RESOURCE PRO SMOOTHS SPECIALTY CARRIER'S ENTRY INTO WORLD'S LARGEST INSURANCE MARKET

### CHALLENGE

The client, a specialty risk underwriting organization with operations in Lloyd's and Bermuda, planned an ambitious launch in the United States but was not as familiar with the market and had limited staff to meet its short-term growth goals. The client needed a nimble, experienced partner that could scale quickly and support its rapidly evolving technology platform.

### SOLUTION

ReSource Pro delivered fast, expert, scalable support for the client's underwriting and claims operations, product configuration and user acceptance testing of the client's technology platform. In addition, ReSource Pro helped the specialty carrier establish best practices and refine target operating models for the U.S. market. As growth ramped up, ReSource Pro augmented the client's teams to support policy administration and customer service.

### IMPACT AND RESULTS

ReSource Pro assisted the specialty carrier throughout its launch of multiple programs and two acquisitions. Our team delivered trouble-free processing in supporting 17 different programs, including cyber, D&O, E&O, excess casualty, marine, trade credit, property, general liability, energy, environmental, and more. We provided real-time, overnight and rush service in multiple geographies. ReSource Pro completed nearly 100% of processes within requested the turnaround time, with a quality and accuracy rate exceeding 99.75%.

### CUSTOMER PROFILE

Specialty Carrier U.S. Entry

### LOCATION

Lloyd's and Bermuda

### BUSINESS NEED

An E&S and specialty risk entity was seeking to expand into U.S. market with a focus on its core business. Their start-up operations faced significant challenges.

### SOLUTION

Supported underwriting, claims, product configuration, and UAT testing of client's technology platform

### BENEFITS TO THE CLIENT

~100% processes are completed within turnaround time with a quality level/accuracy rate of upwards of 99.75% at the end of 2021.

### ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 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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