

**woop<sup>®</sup>**



turning ideas into reality



# Professional Consultancy Services

**what we do, who we are.**

**We help insurance organisations, brokers and intermediaries** transform and improve customer and employee experience.

We focus on process efficiency and cost containment to future proof claims service delivery and proposition offering.

We do this by advising on claims strategy, transformation and claims management to improve business performance, which results in delivery of best in class claims service and proposition.

**We are claims professionals, leaders and performance coach experts** with a proven track record of operating at a senior level with over 30 years experience and know how across the claims value chain in the Lloyds, broker and general insurance market.

# Summary of Professional Experience

## expert advice

We specialise in business change, business relationship management and all aspects of operational and technical P&C claims management for both attritional and high value insurance claims, advising and guiding insurance sector customers on strategic, tactical and transformational needs.

To ensure improved business performance and delivery of best in class claims service and proposition, supporting creation of a high-performance culture, competitive advantage and profitable growth.

We have a proven track record of consistently delivering outstanding results across a variety of claims business areas, challenges and disciplines. In particular, this extends to supporting internal and external onshore and offshore commercial and retail customers and intermediaries across the general insurance industry with analysis, design, implementation and maintenance of claims strategy, transformation, business change, claims management and people development.

To cohesively join tactical solutions with strategic priorities ensuring strategy alignment and execution improving business performance, regulatory compliance, claims service delivery and claims proposition offering.

# Breadth of Support

adding value

We have supported a number of market leading private and public sector organisations with operational oversight reviews, validation of claims management processes and controls, strategy and transformation planning.

Our actionable market insights helps inform and challenge business decision making and strategic thinking.

We can support customers with creation and execution of a claims strategy, transformation and change management priorities resulting in improved customer experience, operational excellence and cost containment.

# Areas of Expertise

## specialist skills

- **Business Change Leadership** - significant experience designing and delivering strategic change and leading high-profile transformation and innovation programmes as Business Visionary and Product Owner. Strong stakeholder management and engagement up to C-suite level. With a robust delivery focus and ability to enhance business development through extensive networks, relationships and holistic insight and knowledge of general insurers pain points, demands, priorities and innovation improvement opportunities.
- **Operational and Technical Claims Excellence** - extensive experience of claims leadership across multi-site departments and regions handling attritional, high value and complex bodily injury claims for multiple P&C classes of business and product lines. With a strong focus on customer/employee experience, efficiency, cost containment, quality and regulatory compliance.

# Areas of Expertise

## specialist skills (continued)

- **Business Relationship Management** - acting as Claims Advocates and experts providing guidance and counsel to local and global claims functions, creating trusted and collaborative relationships and strategic partnerships. Enhancing business development through strategy insights, best practice improvement opportunities and innovation sprint delivery proposals.
- **Senior Mentoring and Coaching** - improving individual and team capacity and confidence resulting in improvement of business performance, delivery of outstanding results, talent management and creation of a high-performance culture.

# Approach & Style

## flexible

**Personable and collaborative** with a sharp ability to solve problems pragmatically by looking at things in new and innovative ways.

**Adopting an open and flexible** approach whilst working in a detailed and methodical way.

**Supporting and challenging** with high standards and operating with high levels of integrity and discretion creating effective and trustworthy relationships up to C-suite.

# Professional Consultancy Services

## our value proposition



- Operational excellence insights enhancing operational stability, customer experience and competitiveness to deliver a much simpler and joined up experience
- Technical excellence insights across attritional and high value bodily injury claims. Improving indemnity spend performance and how to work more closely and collaboratively across the whole insurance business



- Strategy and proposition development, planning, delivery and governance to shape the future business in the context of market disruption and rapid change
- Transformation business visionary defining, documenting and delivery of transformation programmes
- Identifying actionable insights for Claims innovation, best practice and strategic change through global and UK ecosystems
- Programme Management – planning, developing, execution and governance of transversal programmes
- Portfolio Management – leading successful delivery of multiple projects and key initiatives across transversal teams and business areas



# Professional Consultancy Services

## our value proposition (continued)



- Mentoring/Coaching for individuals and teams to enhance confidence, motivation and performance
- Career Management/Career Development Planning/Personal Development Planning
- Accredited Performance Coach delivering significant increase in business performance with a positive cultural change, embracing both standards and mindset



- Audit design, implementation and governance of internal and external programmes and control framework to maximise quality and minimise leakage
- Peer review/Quality Assurance assessment, validation and guidance to enhance compliance and quality
- Operational management review covering attritional and high value claims to validate regulatory compliance, processes, controls and best practice improvement opportunities

# Professional Consultancy Services

## our value proposition (continued)



- Interpersonal skills to build lasting relationships across UK, Ireland and Global functions creating trustworthy relationships and engagement with stakeholders up to C-suite level
- Strengthen working relationships and strategic partnerships by working more collaboratively across the whole business
- Enhance Business Development by maximising best practice and innovation improvement opportunities



## Get in touch :)

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**The End**