



ANALYTICS TO MEASURE EFFICIENCY AND DRIVE OPERATIONAL EXCELLENCE

Start the Transformation Journey

You have a lean operations staff but still have constant pressures to be better, faster, and cheaper. Your staff is completing work, but lack of adequate forecasting tools leads to reactive management. Metrics exist, but they aren't sufficient to adequately track associate production and engagement.

With decreasing premium levels, increasing competition, and flat investment income, insurance companies are more challenged than ever to find solutions that drive process efficiencies and embed positive cultural changes. DST offers software tools and an implementation methodology that can help optimize your resources, processes, and people.

Our Operational Excellence platform is a continuous improvement and performance optimization system combining proven management methodologies with powerful data analytics to drive meaningful, measurable change.

STAGE 1: Implement Operational Excellence Platform

- Identify and harvest latent capacity
- Implement analytics to determine potential improvement areas



STAGE 2: Review Operational Process Performance

- Utilize metrics from Phase 1 to identify opportunities for improvement
- Prioritize process improvement opportunities based on business value



STAGE 3: Implement Process Improvements

- Leverage technology capabilities to further increase efficiency and quality

Meeting Your Needs

We tailor our engagement and solutions to meet your distinct business needs and to look for opportunities to:

- Harvest latent capacity (many clients have 10% - 30% in their operations)
- Increase productivity (50% - 100% in previous clients) while maintaining or increasing quality and associate engagement
- Implement proactive work management to increase manager and team effectiveness
- Standardize process and implement a governance process methodology to reduce errors and increase efficiency

Learn More

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Quick Return on Investment – A Case Study

Through an Operational Excellence process management and data-based engagement, a large insurance company was able to gain measurably significant improvements to organizational structure, associate effectiveness, and operational productivity and efficiency.

- Project scope: Commercial Insurance
- Project objectives: Embed a cultural performance shift by retraining managers to optimize operational performance through the use of introduced metrics
- To simultaneously improve throughput, productivity, quality and service



Throughput

- Increased productivity by 58%
- Increased efficiency by 66%



Culture

- 67% increase in engagement
- Reduction in absences due to illness from 6% to 4%



Service

- Reduction of backlog by 85%
- Reduced cycle times by 38%
- Increase in Net Promoter Score by 136%



Profitability

- ROI in Year 1: \$8.14 for every \$1 spent

Other clients may not experience the same results as the client described above.

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