

Transforming Specialty Insurance Operations Through Strategic Outsourcing



CLIENT PROFILE:

A fast-growing U.S.-based specialty insurance firm backed by leading private equity investors. Known for innovative underwriting and a strong market presence, the company was poised for continued expansion—but faced rising operational costs that threatened profitability.

THE CHALLENGE: High Expense Ratio Hinderin

Despite its impressive growth trajectory, the client was grappling with a consistently high expense ratio. As a private equity-backed firm, improving operational efficiency while maintaining quality and compliance standards was a top priority for leadership. To remain competitive and scalable, they needed a strategic solution to reduce overhead without compromising service delivery across key business functions.

THE SOLUTION: A Scalable Outsourcing Partnership in the Philippines

The client partnered with our global services team to pilot an offshore support model. The initial scope focused on building a small but high-performing team of 5 professionals in the Philippines to support core Insurance Operations functions.

The pilot's success opened the door for expansion. Over the next 12 months, the engagement grew more than 8x in scale.

Today, the offshore team comprises **over 40 professionals** across mission-critical areas:

- E Underwriting Support**
- E Claims Operations**
- E Actuarial Services**
- E Marketing & Communications**
- E Human Resources Administration**
- E Information Technology Support**

THE RESULTS: Significant Cost Savings and Elevated Performance

The impact of the outsourcing initiative has been transformative:

- E Expense Ratio Reduced:** By shifting operational workloads to a high-quality, cost-effective offshore team, the client has seen a substantial reduction in overall operational expenses.
- E Improved Output & Scalability:** With round-the-clock support and expanded functional coverage, the client has improved turnaround times, increased productivity and enhanced service delivery.
- E Consistent Quality & Compliance:** Leveraging skilled professionals with deep experience in insurance processes, the client maintained regulatory compliance while improving process quality.
- E Cross-Functional Value:** From underwriting data entry to IT support and marketing campaign execution, the offshore team has become a true extension of the client's internal departments.

LOOKING AHEAD: A Strategic Growth Enabler

What began as a five-person pilot has evolved into a key strategic initiative. The partnership has helped the client not only achieve immediate cost optimization, but also lay the foundation for long-term operational scalability and business agility. As the client continues to grow, the Philippines team will remain a vital part of their success strategy.

OUR CLIENT SAYS...

"The partnership has exceeded our expectations. We've reduced costs, increased efficiency and built a team that truly understands our business." — **Client COO**