



Managed Solutions

Your Partner For What's Next

Managed Solutions works with clients to deliver programmes that require a project based response. We bring people, technology and process together to the extent required, deliver a solution to your challenges and run an end to end successful process ensuring we help you achieve your objectives. We are hands on and part of the delivery solution as needed.

We bring together industry and sector specific subject matter expertise, operational excellence plus the necessary tools and technology to ensure a successful outcome for clients who need this support within tight timeframes.

The Managed Solutions model offers companies the benefits of an in-house / on-site (or off-site) project team, without the need to maintain or hire such resources on a full-time basis.

What benefits can we deliver?

Given the unique nature and challenges of each project, the key benefits we deliver for clients include:

- **Trusted Partner Model and Skilled Resources** – leveraging the strength of KPMG capability and resources
- **Tailored Solutions** – design and execute the programme to specific client requirements
- **Subject Matter Experts** – industry and sector - business, operational, regulatory and legal
- **Speed of Response** – rapid mobilisation
- **Technology Enabled** – robust workflow management, eDiscovery, Machine Learning and other efficiency driving tools
- **Flexible and Cost Effective** – trained project professionals leveraging technology to drive efficiencies
- **Strong Governance** – robust Programme Management framework supported by Senior Management engagement to oversee, drive productivity and ensure a quality outcome

Current Market Challenges?

The COVID-19 crisis continues to have a significant impact on individuals, business and society generally. The insurance industry has not escaped and as a result insurers will face many challenges and significant demand on resources:

- As **insurers profitability and cash flows** are being impacted, this is driving a refocus on the insurers expenses and a wider cost agenda. This is leading insurers to prioritise work programmes and consider the most cost-effective delivery methods
- Potential **increase in claims** in some business areas such as business interruption, hospitality and transport. These “spikes” represent operational challenges for insurers as they

seek to address claims in line with regulatory obligations. This is leading insurers to redirect resources and consider resource augmentation

- **Increased regulatory** focus on policy wording, product value and fair outcomes for customers. As a result, insurers need to pay close attention and drive the right organisational behaviours
- **Evolving Regulatory Frameworks** – the evolution of new regulatory frameworks present significant cost and operational challenges for insurance businesses (i.e. the Business Interruption Framework). As a result, insurers will need to consider their existing policy wording and or business processes to ensure alignment to regulatory expectations
- **Remediation** – the need to assess wider implications of court rulings on other related claims and policies and customers and potentially a significant increase in complaints as a result

How can we help you?

There are a number of areas where we can support insurers who are impacted, whether it's managing the end to end review process, complaints and claims process, providing surge capacity support or by using technology to improve efficiencies in these processes.

We can support insurance firms (and as required Brokers and Managing General Agents) in the following areas:

- **Resourcing** – access to suitably skilled, experienced and committed KPMG personal to meet spikes in activity and management of those resources and their deliverables to remove the burden from your management team
- **Policy Review** – cost effective, once off bulk policy reviews and repapering capability using technology as required, avoiding in-house operating and investment cost
- **Remediations** – support around any data remediation programmes you may be required to complete
- **E-discovery or DSARs** – provide e-discovery as a managed service and managed review as a service
- **Complaints/Claims handling** – we can provide, people, process and technology (if required), to handle a surge in complaints or claims and out of process claims/complaints
- **Crisis/issue/investigation driven requirements** – we can provide the appropriate mix of support through people and technology in a well managed process to help you work through any crisis, issue or investigation

We can work with your SMEs or ours to deliver you an end to end solution.



Next Steps

If you would like to find out more or discuss how we might be of service to you, please contact:



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