

# Market Performance Index

## Improved partnership

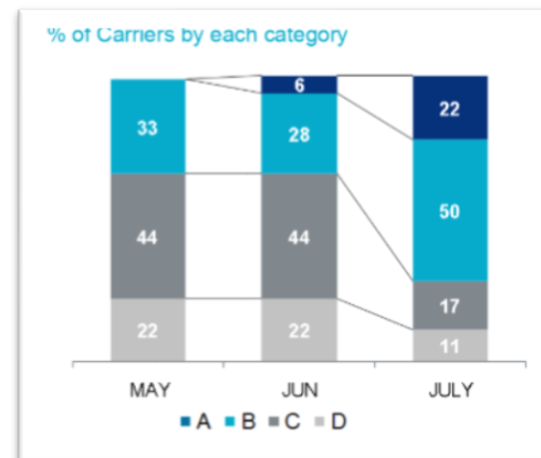
### Challenges

- Lack of assertive conversations with providers – missing data
- Extremely hard to compare carriers across
- Recommendations to clients were mainly around price/product, missing the service experience element



### Approach

- Development of a wide market evaluation program – Index
- Broad communication to market players ensuring consistency
- Design of a meaningful set of rounded performance leading indicators providing the business with insights about how well carriers are performing



### Results

- 12 leading metrics used to monitor market / insurers - results categorized in 4 different clusters based on combined scores
- Client recommendations now much broader – performance index became part of benchmarking analysis
- 118% improvement in just 3 months

