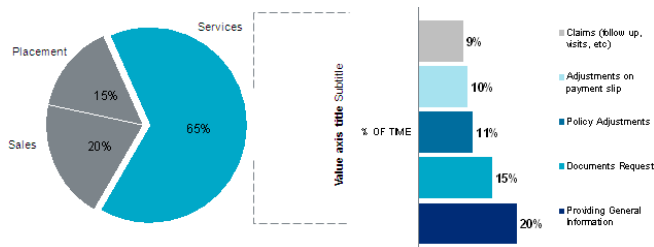


# End to End Process Review

## Rethinking Placement (outside in)

### Challenges

- 60% of front office time spent on administrative tasks
- The same core process supported all clients with no segmentation in place
- Multiple systems supporting process and with multiple entries required



### Approach

- Value stream mapping – identification of all non-value added activities
- Implementation of technology solutions combined with the new process
- Client Segmentation and Services mix reviewed



### Results

- Portfolio segmented generating more than 5% in cost savings
- Elimination of paper: 100% of documents became digital
- Automation: remuneration, quote, proposal and order – 6% cost savings
- Implementation of Service Center for Small Business

