



# BA Team Enables 50% Reduction in Quote Time and Decreases Processing from Months to Days

Kforce accelerates digital transformation with their managed service model.

## Customer Profile

A multi-billion dollar property and casualty company

- \$4 billion in assets
- 17 states
- 700+ associates

## Challenge

A multi-billion dollar property and casualty insurance company built an entirely new digital platform managing policy claims and billing. The insurance company's goal was to not only to increase the amount of policies they were able to write but to decrease their quote processing from months to days. Due to a successful ten-year partnership, they turned to Kforce to provide guidance on how to achieve their goals.

## Solution

Kforce provided expertise in the business analysis area and property and casualty insurance space. This information was critical and optimized the policy and claims process lifecycle. Due to the scope and size of the process improvement initiative, Kforce decided to implement a managed services model to take any burden off the customer.

Within a year, Kforce onboarded over 55 Business Analysts (BA) consultants without the customer doing a single interview, saving the customer over \$30,000 worth of their time.

## Outcome

Kforce's consultants helped define the system requirements which resulted in a successful deployment and allowed the customer to write a record number of policies. The company has decreased their claims processing from three to six months to five to ten days and has decreased time to quote from 14 minutes to seven minutes.

**55**

consultants  
onboarded

**5-10 days**

claims processing  
reduction went from 3-6  
months to 5-10 days

# BA Team Enables Successful Deployment

## Insurance | Case Study



### Challenge

A multi-billion dollar property and casualty insurance company operating in 33 states was facing industry headwinds and technology disruptions, putting millions of customers and agents at risk of seeking competitive solutions. The root of the problem stemmed from the company's legacy technology and cumbersome business process. The company embarked on an enterprise digital transformation to fend off competition and establish themselves as an industry leader known for leveraging technology to grow their business.

The company built an entirely new digital platform managing policy claims and billing. This digital shift would eliminate paper and change how the company quoted, wrote and managed policies. The company chose the Guidewire suite of software to manage policy bills, claims and billing. The insurance company goal was to not only to increase the amount of policies they were able to write but to decrease their quote processing from months to days. They turned to Kforce to provide guidance on how to achieve their goals due to a successful ten-year partnership and differentiators including:

- National presence
- Local expertise
- Immigration expertise and sponsorship
- Recruiting methodology
- Flexible scalable engagement

### Solution

The customer needed guidance from Kforce in understanding what requirements would be necessary to complete their digital transformation successfully. Kforce provided expertise in the business analysis area and property and casualty insurance space. This information was critical and optimized the policy and claims process lifecycle.

Due to the scope and size of the process improvement initiative, Kforce decided to implement a managed services model to take any burden off the customer. Kforce designated an engagement manager to handle all of the onboarding, training, deployment and management of the team.

# BA Team Enables Successful Deployment

Insurance | Case Study



**\$250 million**  
in policies written

## Solution (continued)

Within a year Kforce onboarded over 55 BA consultants, without the customer doing a single interview, saving the customer over \$30,000 worth of their time.

## Outcome

Kforce's consultants helped define the system requirements which resulted in a successful deployment and allowed the customer to write a record breaking \$250 million in policies. The company has decreased their claims processing from three to six months to five to ten days and has decreased time to quote from 14 to seven minutes. Currently the team has seen less than 10 percent turnover. This successful implementation has opened up 10 new developer opportunities with the company.

## About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Center locations in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.