

Pro.

Business Transformation and Change

**Delivering change
to help you
work faster and
smarter.**

Transforming your business processes can help you improve quality whilst managing risks and costs.

To remain competitive, (re)insurers must overcome challenges such as:

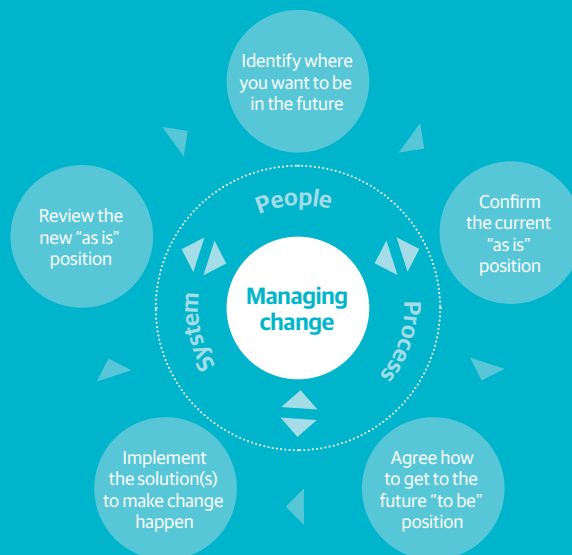
- Keeping products optimally aligned with buyers' purchasing power as financial markets fluctuate
- Enhancing operational effectiveness to support efficient delivery of existing products and support the development of new ones
- Achieving efficiency improvements
- Managing costs.

In embracing the change needed to achieve these goals, (re)insurers must:

- Maintain an efficient operating model
- Manage risk
- Keep shareholders satisfied
- Deliver business as usual.

The route to change

We take the time to understand the what and the why and work with you to combine people, processes and systems to deliver effective change



How Pro can help you achieve your goals.



Find out more online
Business Transformation Services

www.proinsurance.com

We will work with you to identify the change needed to improve your business processes, minimise operating overheads, and implement controls required to meet new regulations.

We will deliver tailored solutions to match your needs. We work hand in hand with your own management team so they can resume control seamlessly on conclusion of the assignment.

Specific services we provide include:

Facilitating change

Our experts review your current business model to identify where improvements can be made. We map the scope of change required and its impact on people, process and systems. We support the change process, providing stakeholder management and facilitation, while our HR team works with those impacted.

Project management

Our team of project managers (practitioners), project office support, team leads and test co-ordinators offer the full range of capabilities required to plan, organise and manage resources to realise your specific project goals – on time and within budget.

Process engineering

Our process engineers define and lead end-to-end operational efficiency and process improvement projects. Our consultants support you in analysing current processes, evaluating opportunities, leading improvement efforts using methodologies such as Lean Six Sigma, and tracking the resulting improvements. They work closely with your senior stakeholders to gather input and ensure buy-in, reporting on deliverables to stakeholders.

Business analysis

Our business analysts define, lead and support cross-functional end-to-end enterprise architecture software projects. They identify detailed use cases to support the analysis of gathering requirements. They document and design software enhancements and lead their testing and implementation.

Data engineering

Our consultants ensure you derive maximum benefit from information available in your enterprise architecture. We advise on infrastructure and data warehouse design to meet your full informational and governance needs. Taking account of process analysis, end-user report generation, and detailed enterprise architecture analysis, we add value by improving data quality and thus the accuracy of your management information.

IT systems analysis and development

Our systems analysis and development specialists can help you improve productivity and maximise benefits from your current systems. Broad experience of working with third-party in-house legacy systems helps us review software packages currently in use and provide the technology you need to enhance their performance. We help contain your IT overheads and avoid the need for brand new systems. We can also advise on appropriate third-party applications and manage suppliers to optimise the delivery process.

Pro work hand in hand with your own management team so they can resume control seamlessly.

We are Pro.

Pro is a leading provider of outsourcing and consultancy services to the global insurance market, serving insurers, reinsurers, brokers, lawyers and corporate investors. Our team of 300 professionals work in partnership with our clients to provide innovative, quality services, products and solutions to meet their goals. Our success rests on our hands-on experience, in-depth knowledge and industry relationships which result in our ability to deliver value in a practical and flexible way. Understanding our client needs through taking time to engage, listen and interpret are at the core of our approach and success.

Our outsourcing capability provides the ideal operational environment for our clients' transactional needs. Our consulting team are a group of high-end technical specialists operating across a broad spectrum of practice areas. Together they deliver innovative products and end-to-end solutions supporting start-ups, infrastructure for underwriting and broking teams, outsourced back-office services, insurance portfolio management, corporate restructuring, business transformation, change management and finality.

Founded in 1993, Pro is headquartered in London with offices in New York and Stamford in the US and Gloucester in the UK. Pro also has a partner network throughout the US and Europe.

“Meeting the challenges of the current business climate...”

Find out more online

- Facilitating change
- Project management
- Process engineering
- Business analysis
- Data engineering

Further information

For further details on any of these services, please contact:



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