Outsourcing: Friend or Foe
John Eves, CEO Thornton & Partners

Different Outsource Models
- Diversity in IT in market
- Support
- Risk Management
- Survey
- Claims
- Administration
- Compliance
- Technical Support
- Project

Overall Objective
A satisfied customer
Delivered Services

Customer Care
- How can we improve customer care?
- What drives the customer to care?
- What are the customer needs?

Why is decision made
- Strategic
- Scale
- Flexibility
- Focus
- Cost
- National Customer Access
- Call

Delivery Framework

Thank You

Outsourced Entity and Service Provider Relationship
- Operational and customer care
- Shared skills
- Resource utilization:
- Incentives and improvement
- Trust
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Different Outsource Models
- Diversity in skill set
- Higher market share
- Risk management
- Lower per unit cost
- Administration
- Employees
- Technical support
- Project

Overall Objective
- A satisfied customer
- Deliver services

Why is decision made
- Strategic
- Market
- Flexibility
- Operational
- Cost
- Focus
- National customer access
- Risk

Customer Care
- Consumer rights and legislation
- Is what you get really worth its cost?
- What does the customer really need?

Delivery Framework
- Value
- Efficiency
- Business process
- Risk

Registered Entity and Service Provider Relationship
- Critical customer care
- Shared value
- Technical and learning
- Cost/benefit analysis

Thank you
Overall Objective

A satisfied customer

Claim Resolution

Delivered Service
Claim Resolution
Delivered Service
Different Outsource Models

Diversity in Irish GI market
Diversity in Irish GI market
Support
Risk Management
Survey
Claims
Administration
Compliance
Technical Support
Project
Why is decision made

- Strategic
- Operational
- Scale
- Flexibility
- Skillset synergies
- Focus
- Cost
- National Customer Access
- Risk
Policy
Contract
Audit
Due Diligence
Governance
Customer Care

Customer need identified

Resolution
Irish and European Regulatory Framework - CBI and EIOPA
Outcome

Client thumbprint

Transparency of delivery mechanism
CONTINUOUS IMPROVEMENT
Customer Care

- Consumer rights are minimum
- At what point do consumer rights become real customer care?
- What does the customer think?
"I'm not a consumer, I'm a loyal customer"

"Keep me in the loop"

"What happens next"

"I need advice"

"How long will it take"

"Is everything ok with my claim"

"When do I get my money"

"Sounds like you are reading me my rights"
Regulated Entity and Service Provider Relationship

- Critical to customer care
- It drives proper conduct
- Shared ideas
- Customer feedback - unconstrained
- Learnings
- Innovations and improvement
- Trust
What does this mean

Relationship management is key

Customer voice

It modifies a firm's boundaries as a legal entity

Internal resourcing and tasks affected

Involvement in product improvement
THANK YOU
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Different Outsource Models
- Diversity of skill or market
- Support
- Risk management
- Service delivery
- Quality
- Administration
- Knowledge management
- Technical support
- Project

Overall Objective
A satisfied customer
Delivered service

Why is decision made
- Strategic
- Operational
- Flexibility
- Focus
- Cost
- National customer access
- Risk

Customer Care
- Consumer rights and information
- At what point is customer input required?
- What does the customer think?

Delivery Framework
- Project
- Process
- Result
- Success
- Goal

Registered Entity and Service Provider Relationship
- Official customer care
- Innovation
- Learning
- Published and implemented
- Feedback

THANK YOU