

Strategic resourcing: Complex claims handling Big-4 firm – wealth sector

Challenge

The client engaged TCC to operate as the resource augmentation partner for the Managed Services division of a Big-4 firm to provide specialist resource and assist in the delivery of a multi-year, outsourced complex claims handling programme across numerous workstreams in the wealth sector.

Solution

TCC's resourcing specialists consulted with the client, provided key market demographics and commercial information during the tender process – and played a vital role in assisting the client in securing the contract.

- The client leveraged TCC's extensive market knowledge and network of skilled associates with advice suitability experience and relevant qualifications.
- TCC identified and deployed two technical subject matter experts (SMEs) at the outset of the programme to build the quality assurance framework, and be on hand to address all technical product queries.
- We deployed a large team of skilled reviewers and claims handlers across all key claims workstreams, including SIPPs, defined benefit (DB) pensions, investments, shares, mortgage advice and protection insurance.

Outcomes and benefits

1. Enabled the client to ramp up with skilled specialist resource within weeks to be able to successfully deal with all incoming claims volumes.
2. Established the core reviewer and claims handling team within the programme. Driving productivity and skills sharing across the programme.
3. Continued to provide additional key resource in all areas to deal with spikes in volume throughout the duration of the programme.

