

INSURANCE/FINANCE

Insurance and risk management partner grew client business by 20% in 12 months

The client:

A trusted insurance and risk management partner for a diverse range of small to medium enterprise (SME) clients.

Through its size and buying power, the client enjoys a stable, ethical and professional reputation within the insurance industry and can negotiate favorable terms for its clients as well as accessing international markets for specific risks if required.

The client is a network of 130 insurance brokers throughout Australia, each with their own business and trade in their own name, operating under the client's financial services license.



THE CHALLENGE

The client was spending a significant amount of time dealing with back-end processing and data-entry tasks. This made it difficult for them and their network of insurance brokers to identify growth strategies and focus on service offering expansion opportunities. The client's goal was to grow each business within their network by 20% in the initial 12 month offshoring period.

OUR SOLUTION

Finding local support to assist with the client's growth and expansion challenges would have been cost-prohibitive for their network of small businesses. There was also the concern that it would be hard to find the resources with the required skill levels. As the Philippines has a large candidate pool of skilled and experienced insurance professionals, the client started their outsourcing journey with one full-time offshore employee: a Senior Insurance Broker Administration Assistant.

THE RESULTS

The client's offshore team has now grown to seven full time employees, with one Senior Insurance Broker Administration Assistant and six Insurance Broker Administration Assistants. The additional outsourced assistance has led to internal process efficiencies and better adherence to compliance procedures across their network of insurance brokers. There are indications that the **20% growth** will be achievable by the end of their 12-month period goal for participating broking businesses.



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"The hiring process is easy. All candidates are pre-screened then shortlisted to select for a one-on-one interview, MicroSourcing HR facilitates all of this. Working with offshore resources is very cost-effective for small businesses."

- INSURANCE BROKER

TESTIMONIALS

"We have found the experience with MicroSourcing a fantastic benefit to our business; it has helped cut down the workload of laborious manual processes for our on-shore team in a cost-effective way, which previously hindered business growth.

MicroSourcing has an on-ground team leader/manager that manages all the daily staff attendance and leave requests. It is then forwarded to us for approval, meaning you can focus purely on your business requirements."

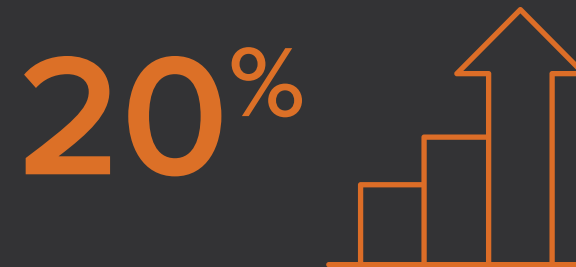
- INSURANCE BROKER

"We have been pleasantly surprised at the support that we have received. The employee we have through Microsourcing has since been a great addition to our organization and has continued to be both reliable and efficient. This has allowed us to focus on building our business and assisted in achieving a better work/life, balance."

- ACCOUNT MANAGER

THE CONCLUSION

For small to medium businesses, it can be easy to get overwhelmed with the administrative requirements of the insurance industry. By outsourcing these time-consuming and data-heavy tasks, the client's network of brokers can focus on meeting client needs, expanding service offerings and creating growth strategies.



Now, this network of insurance brokers is on track to **growing their business by 20%** within the first year of engaging MicroSourcing as an offshore provider.

For more information, please visit our [website](#) or contact us today:

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