



## LISTENING TO THE VOICE OF THE AGENT

- **Client:** A large Property & Casualty insurer
- **Business Area:** Commercial Lines
- **Opportunity:** Conducted 12 on-site visits to interview Agencies regarding their interfaces with new business and administration processes and shared feedback across three strategic projects
- **Results:**
  - Gathered key requirements of Agents to determine their four highest priority areas: Flexibility, Accuracy, Communication, and Timing (FACT)
  - Challenged Service Level Agreements (SLAs) for timing and set goals to reduce backlogs of work in process
  - Eliminated a renewal survey that annoyed agents by asking for redundant information, also reducing operational work by **3 FTE**