



## REORGANIZING A CLAIMS DEPARTMENT

- **Client:** GuideOne Insurance
- **Opportunity:** Streamline claims processes and redesign team structure to enable a transition from five branch sites into a home-based workforce
- **Approach:**
  - Analyzed claims processes and measured work time
  - Streamlined handoffs and reduced split claims, driving authority, autonomy, and accountability to claim examiners
  - Created bottom-up staffing models to support new organizational design
  - Reorganized into process-focused cross-functional teams
- **Results:**
  - Process streamlining and team performance improvement increased labor capacity by **26 FTE (\$2.7 million annually)**
  - Savings from reduced facility footprint and other impacts were an additional **\$2.5 million annually**