

Case Study: Business Process Optimization

Business Challenge

Our client is a leading provider of class action claims filing and recovery services in the U.S. Our client sought to improve their claims filing process by establishing optimized processes, methods, communications, tools, metrics and reports to support the growing volume of clients and claims.

The key issues that faced our client were:

- Large volume of new claims to manage and upcoming claim filing deadlines.
- Current claim information gathering process was time consuming and inefficient.
- Limited management visibility into which types of client data were most effective in supporting a claim or which alternative sources of data could help support a claim.

Client & Engagement Quick Facts

- Client filed approximately 500 claims with an estimated recovery value of \$200M.
- Approximately 45% of the claims filed were from new customers who contracted with our client 30 days prior to filing deadline.
- Implemented new standardized processes, communications, scripts, tools and templates to reduce the time required to collect customer data, increase efficiency in data collection efforts and assess overall completeness and quality of data to support claim.
- Identified metrics to quantify data quality, ease of collecting data and impact of data types on claims to determine the ideal data set.

Our Solution

After analyzing existing processes and communications, we designed and implemented new ones, improving our client's ability to work with their customers in obtaining higher quality data in a shorter time. We established a metrics based approach for managing the claim lifecycle and customized reports in Salesforce to view and analyze these metrics.

Business Benefits

Our client was able to submit \$200M in customer claims prior to the filing deadline, twice their expectation, through the new optimized processes and now has a framework for planning and executing future settlements.

Engagement Summary

This project enabled our client to process and submit claims representing over \$200M in settlement recovery value, leveraging new customized processes and methodology with streamlined approach to engage with customers and obtain the information required to substantiate their claim.

What We Delivered

- Developed the Claim Management Lifecycle with processes, activities, communications, metrics and reports for each phase.
- A "t-minus" time to claim filing deadline framework for scoping, planning and executing future settlements in a project based approach with activities, roles, responsibilities and resource planning.
- Resource support to work directly with client's customers for information gathering.

How We Helped

- Customers benefit from a consistent and standardized approach when working with sales and client services teams.
- New framework enables management to plan for new settlements based on phases of claim lifecycle and time to filing deadline.

About Kenny & Company

Kenny & Company is an independent management consulting firm. We provide Strategy, Operations and Technology consulting services to our clients. Kenny & Company is changing the way consulting services are delivered with our client centric model, commitment to make a client's business our business and guaranteeing our work - every engagement, every time.

We put our professional fees at risk based entirely on client satisfaction.