

Process Systems & Technology

Transforming Your Business

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GREENKITE

ADVICE / SUPPORT / SOLUTIONS



GreenKite's specialist expertise in Process, Systems & Technology within financial services can help your business keep pace with technologies that bring competitive advantage.

We understand the struggles of resourcing the level of advice or support you need in this complex area. And with our help, you can deliver transformational projects which bring significant business benefits.

From back-office processes to IT and technology, we can guide you through business change. We offer expertise in project oversight, IT architecture, platforms, change integration and documentation that can give you the extra capacity for your business to thrive.

Process Systems & Technology

Business success relies on continuous improvement and evolution. Yet the rapidly evolving nature of Process Systems & Technology is a challenge in itself. GreenKite can help you overcome this challenge and together we can create a more focused, efficient and valuable business.

We work with you to understand your aims, define the resources and budget you need and deliver the best solutions based on the outcome you desire.



Available on an interim, project or a retainer basis,
our experts can support your business in:

- Process Systems & Technology
- Business & System Re-Design
- Digital Transformation & Procurement
- Change Management & Integration
- Operational Resilience & Crisis Management
- Information Security – Cyber Risk, Data, Certification
- Delegated Authority – Framework & Process Design
- Claims Management & Oversight

Delegated Authority Framework – Process Design

With the insurance market going through many challenges, your Delegated Authority Target Operating Model needs to be resilient enough to withstand impact and flexible enough to cater for changing business environments.

Implementing change and continuous improvement is challenging. We take a holistic approach to understand your current processes, systems, areas of concern and long-term vision in detail.

And we help you build resilient frameworks, fit for your future business purpose.



We can support your business through:

- Redesigning an internal control framework in line with your risk appetite
- Advice on Delegated Authority systems, which meet the needs of your business, and implementation
- Advice on online digital platforms for coverholder business, including real time reporting, market leading quote and bind solutions, and implementation
- Guidance and support on Lloyd's Minimum Requirements, Conduct Requirements and other regulation
- Understanding and mitigating the risks of binding authority business
- Development and implementation of an audit framework, which meets the needs of your business
- Supporting the development of market-leading reporting, to evidence the control of the process and ensure you have performance reporting at coverholder level to help drive core business decisions

Digital Transformation & Procurement

Solving business problems often involves complex technical requirements. Selection, appointment and implementation can be tricky and above all time-consuming. Our expert counsel and commercial advice quickly helps you establish what you are trying to achieve and guides you through the available solutions.

Our sector expertise and market knowledge means we can introduce you to specialist suppliers of the technical solutions your business needs. We help you establish effective relationships with critical third-parties, to ensure the best business outcomes. Through us, you'll reduce the time spent, management engagement and costs.



We can support your business through:

- Requirements gathering
- Operational system review
- Independently recommending potential suppliers
- Bid support during the RFP process, including vendor analysis, selection contract negotiation and execution
- RFP, term sheets contract and SLA drafting supported by our GC team
- Information security advice

Change Management & Integration

Change cannot always be well-planned, time-managed and executed. Recent events have shown sudden changes in circumstances require a swift transformation. We support and provide resources to facilitate change within your business.

Our team has extensive hands on experience of successful change through leadership, supporting integration and effective handover.

Change requires strong governance to meet business and stakeholder expectations. We help you reduce the impact of integration by understanding business expectation, project scope and vision. And we work collaboratively with you to achieve success.



We can support your business through:

- Being your subject matter expert between those implementing and those adapting to the change
- Understanding impacts and setting realistic expectations and targets
- Open communication channels throughout the process
- Supporting all aspects of the handover
- Tailored training requirements
- Industry standard programme/project management, governance and control



Information Security Risk, Data & Certification

Cybercriminals have sophisticated ways to compromise your security measures and make technologies work to their benefit. With ever-increasing reports of incidences of cybercrime in the media, the challenges you face can appear daunting.

Our targeted risk management strategies, which put people at the heart of the solution, are comprehensively designed to minimise data security threats to you.

Our service includes a varied support offering relevant to your organisation's size or type and is provided in the form of a series of co-ordinated activities and implemented for you.

We can support your business through:

- Collaboration with your CRO to ensure information security is at the heart of your risk register
- Managing the various stages of Information Security Accreditation available across the market such as ISO 27001
- Training to ensure your staff are aware of the information security threats to your business and the part they have to play in information security
- Cloud Security
- Security Testing
- Compliance Services
- Threat Management
- Project Delivery & Assurance

Operational Resilience & Crisis Management

There are many factors in considering how you ensure your business provides operational resilience which can adapt to changing patterns and conditions.

These include leadership skills, technology offerings and the business practices employed. Preventing, responding and recovering from operational disruptions is key to successful resilience. With operational change and what is achievable, understanding your business needs is core to putting in place realistic goals and objectives.

We can support your business through:

- Review of your current and to be business model to take into account operational resilience and the requirements of the regulator including impact tolerances
- Providing support and guidance on any project and change arising as a result of COVID-19
- Leadership training to support a high performance and high trust organisation and ensure your people are engaged and your business is therefore resilient
- Assessment of current processes and target state with end-to-end mapping of key services to ensure go forward resilience
- Develop structure and formation of Crisis Management teams and plans, assisting with team exercises covering service disruption scenarios and walkthroughs
- Advice and guidance on digitisation
- Review of your current BCP/DR plans, processes and capability, with recommendations for amendment based on new ways of working
- Technology resilience review to support your go forward business model
- Information security review and recommendation towards ensuring your business maintains its resilience

Business & System Re-design

Acknowledging problems and frustrations around business process and systems is challenging. These impacts are cross functional and reduce the capability of meeting the expectations of internal and external stakeholders.

The issue is often both the solution capability and its business implementation. So whether you want to leverage your current system or look to implement new solutions, re-designing business models and practices is a core element for success and can drive significant business improvement.

We work collaboratively to understand your process and system requirements and help realise the benefits good technology solutions and digitisation can bring you.



We can support your business through:

- Process consolidation, streamlining and re-design
- Understanding the business problem and translating it to functionality requirement
- Data handling
- Reporting and management information considerations
- Operational model impact
- Expertise between system provider and the business
- Collaboration with your systems provider to drive successful implementations

Claims Management & Oversight

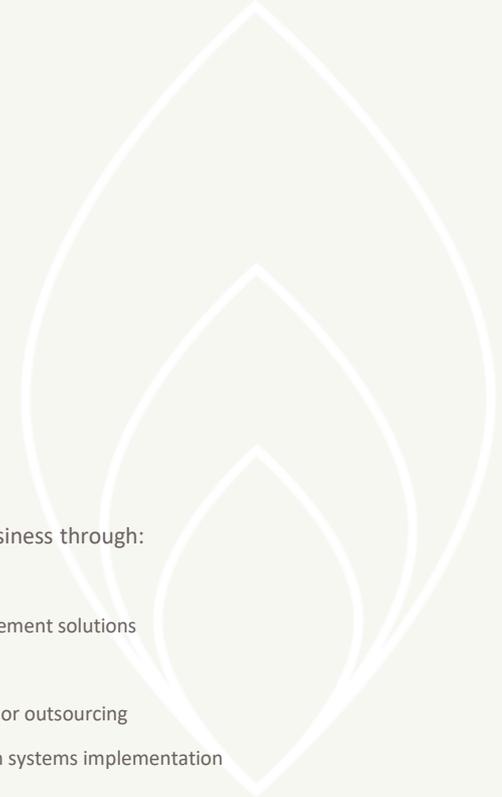
Claims management and oversight is a complex area. It requires expertise to minimise claim volumes and maximise savings on successful claims and still deliver positive customer outcomes.

We can make sure your business has the right structure and strategy in place for effective and efficient claims settlements. And we can ensure you meet all governance requirements and have an adequate reserving policy in place.



We can support your business through:

- Strategic claims management solutions
- Coverholder audit
- Due Diligence for M&A or outsourcing
- Advice and guidance on systems implementation
- Technical file handling
- Capacity for surge events
- Analysis of claims trends and loss reduction
- Management of experts with SLAs/KPIs



Our People



Karen Stanford

Operations and Transformation Lead

Stephen Colbert

Delegated Underwriting Consultant

Gary Burke

Transformation Consultant

Tony Cassin Scott

Data Strategy Consultant



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