



GREENKITE

# DELEGATED AUTHORITY CAPABILITY ASSESSMENTS

*Unlocking operational potential through  
insight-driven capability reviews*



At GreenKite, we help insurance firms understand where they are—and where they could be with their delegated authority model. Our capability assessments provide a clear, structured view of your people, processes, systems, and data. Whether you're preparing for transformation, responding to regulatory change, or simply seeking to optimise performance, we deliver actionable insights and a roadmap for improvement. With deep market knowledge and a collaborative approach, we help you build a delegated authority function that's fit for the future.

## WHY GREENKITE FOR CAPABILITY ASSESSMENTS

- **Market Insight:** We benchmark against Lloyd's Principles and market best practice
- **Cross-Functional Expertise:** Deep understanding of the end-to-end insurance lifecycle
- **Strategic Alignment:** Assessments aligned to your business goals and regulatory obligations
- **Actionable Roadmaps:** Clear prioritisation of tactical and strategic improvements
- **Target Operating Model Design:** Define your future state with confidence
- **Change-Ready:** Build the foundation for transformation and innovation
- **Collaborative Delivery:** Embedded teams that work with you, not just for you

## OUR SERVICES

GreenKite's Delegated Authority capability assessments are designed to give you a 360° view of your current state and a clear path to your desired future. Whether you want us to review a particular function and/or area, or take a look at your business in its entirety, we assess your Delegated Authority business functions against regulatory expectations and operational best practice, delivering a prioritised roadmap that supports sustainable growth and transformation.

### Discovery and diagnostic

We begin with a discovery phase, engaging stakeholders and reviewing documentation to understand your current operating model. We assess systems, processes, and governance structures to identify strengths, gaps, and opportunities.

### Capability model assessment

Using our proprietary insurance capability model, we evaluate each function's maturity—aligned to regulatory standards, firms individual risk appetites and/or your strategic ambitions.

### Target operating model design

We co-create a high-level Target Operating Model that reflects your future business needs. This includes people, process, technology, data, and governance—ensuring alignment across the enterprise.

### Roadmap and recommendations

We deliver a prioritised roadmap of tactical and strategic initiatives, including quick wins and long-term transformation opportunities. Each recommendation is supported by practical guidance and market insight.

### Operational reporting and data review

We assess your data landscape, including quality, ownership, and reporting capabilities. We define the MI and KPIs needed to support effective oversight and decision-making.

### Change enablement

We support implementation with embedded experts, training, and change management. Our team becomes an extension of yours—ensuring momentum, alignment, and delivery.



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## WHY CHOOSE GREENKITE?

We are of the market, for the market – our multidisciplinary team of insurance experts offer the benefit of their extensive experience in all aspects of delegated authority, compliance and assurance.

Access deep and broad technical expertise, directed by informed strategic advice and delivered with current market best practice in mind. In addition to an extensive library of templates and reports, we can provide a tailored blend of seasoned expertise through an engagement model designed for your specific needs.

Our commitment to truly collaborative consultancy and dedication to excellent client service provides clients with a long term, trusted partner on whom they can rely, to help grow their business and avoid potential pitfalls.

## OUR APPROACH

Accountability matters - we believe in the importance of having a single, senior, dedicated point of contact for every client who is responsible for the overall success of the engagement. Throughout each client relationship, we continually review and reassess resources to ensure we are deploying the appropriate multidisciplinary team that will deliver real value for every client.

Unlike competitors, we do not flood projects with junior technicians, overseen by managers who are often one step removed. We work closely with each client to understand their unique requirements, then strategically apply appropriate technical expertise in the appropriate areas.

This approach delivers actionable, cost-effective solutions to our clients and material improvements to their bottom line.

## WE ARE GREENKITE

GreenKite is an award-winning, B Corp-certified, independent professional services consultancy, operating in the UK insurance market. We deliver practical, sustainable solutions that efficiently support internal change while ensuring future resilience and regulatory compliance.

Our flexible solutions are built around three core pillars and underpinned by our team's extensive market expertise and commitment to meaningful collaboration to ensure the best possible client outcome.



## HOW CAN WE COLLABORATE?

Talk to us about how we can address your challenges.

**E:** [info@greenkiteassociates.com](mailto:info@greenkiteassociates.com)

**T:** +44 203 576 1868

**W:** [www.greenkiteassociates.com](http://www.greenkiteassociates.com)

