



DELEGATED AUTHORITY PROCESS REDESIGN

*Smarter, simpler, stronger—processes that
power performance*



At GreenKite, we help insurance firms reimagine and redesign their Delegated Authority processes to meet the demands of today—and tomorrow. Whether you're refining a single workflow, transforming an entire function or reacting to regulatory change, our process redesign services deliver measurable improvements in efficiency, compliance, oversight, and cost control. We work with you to simplify complexity, eliminate duplication, and embed best practice—ensuring your operations are lean, scalable, and aligned with your strategic goals.

WHY GREENKITE FOR PROCESS REDESIGN?

- **Scalable Solutions:** From tactical fixes to enterprise-wide transformation
- **Efficiency Gains:** Streamlined workflows that reduce time, cost, and friction
- **Regulatory Confidence:** Processes aligned with FCA, Lloyd's, and Consumer Duty requirements
- **Operational Oversight:** Clear roles, controls, and reporting built in
- **Customer-Centric:** Designed with outcomes and experience in mind
- **Technology-Enabled:** Automation and digitisation where it adds value
- **Change-Ready:** Designed for adaptability and continuous improvement
- **Tech-Project Aligned:** Processes that support successful system implementation

OUR SERVICES

GreenKite's Delegated Authority process redesign services are built to flex—whether you're addressing a single pain point or reengineering the entire function. We bring structure, insight, and momentum to your change initiatives, helping you build processes that are efficient, compliant, and future-ready.

Discovery and mapping

We start by understanding your current state—mapping existing processes, identifying inefficiencies, and capturing stakeholder insights. We assess where value is created, where it's lost, and where risk resides.

Redesign and optimisation

We work with you to redesign processes that are lean, logical, and aligned with your objectives. Whether the goal is speed, control, compliance, or cost reduction, we tailor solutions to your needs.

Technology-ready process design

We ensure your processes are ready to support technology change. Whether you're implementing a new system or optimising an existing one, we define clear workflows, roles, and data flows that reduce friction and maximise ROI. Our approach ensures that technology is embedded into the business—not bolted on.

Scalable across functions

From underwriting and claims to finance and compliance, our approach works across all business areas.

Governance and controls

We embed oversight mechanisms, MI dashboards, and escalation paths—ensuring your redesigned processes are auditable, accountable, and aligned with regulatory expectations.

Implementation and change support

We don't just design—we deliver. Our team supports implementation with training, documentation, and change management to ensure adoption and sustainability.



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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.

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