

## PRODUCT OWNER:SUPPORTING TECHNOLOGY SERVICES IN BAU

### T H E C H A L L E N G E

- **The Client:** An international specialty insurer and reinsurer faced communication and collaboration challenges with their technology vendor of choice which was impacting the effectiveness of the business operation
- **The Request:** The client requested GreenKite operated in the capacity of Product Owner for the technology solution to provide SME input and to improve collaboration and communication between the stakeholders.
- **The Challenge:** The client faced strained relationships with their technology supplier, and ineffective communication which resulted in poor outcomes for the client, and frustration from both the vendor and client

### O U R A P P R O A C H

- **Communication:** We rebuilt the relationship between the insurer and the vendor. Leading with our understanding of the technology, we improved communication and collaboration thereby reducing friction, helping transform the relationship into a strong partnership which forms the basis of a platform for growth
- **Strategic Guidance:** We provided strategic support to the insurer's leadership team, guiding them through the business and technology changes needed to enhance their operations, improving the clarity and focus needed from the business to drive lasting technology change
- **Contract Review:** Undertaking a comprehensive review of the existing contract allowed full transparency of the cost model, core components of the vendor solution to be fully understood by procurement, appropriate SLA's to be developed and performance metrics to be created which demonstrate the strength of the working relationship and identified any issues for immediate rectification.

### T H E R E S U L T

- **Excellence in Execution:** We executed a comprehensive system upgrade to rectify security vulnerabilities and implemented a support model that enabled quick identification and resolution of system defects.
- **Outsourced Product Owner Role:** We assumed the role of an outsourced Product Owner, routinely a role assumed by an employee, and were responsible for identifying innovation, managing development, and overseeing Business As Usual (BAU) performance
- **Transparent Contract:** We supported procurement in the rewrite of a comprehensive technology vendor contract which supports the business to oversee their third-party vendor in a way which supported full transparency underpinned by key KPI's

“Working with GreenKite has been instrumental in driving improvements in our bordereaux management solution. Their ability to bridge the gap between business stakeholders and the vendor ensured that our challenges were not only understood but executed. Their understanding, attention to detail, business acumen and commitment helped us to ensure our chosen solution supported our business. Thanks to their direction, we saw improvements to frameworks which supported greater ownership by the business whilst proving a guiding hand in product development. I highly recommend GreenKite to any organization looking for a product owner that is results-driven and collaborative”