

Life, Asset Management and Financial Planning Insurance



Challenges

- ❑ Internal progress on consolidation was stalled
- ❑ Sales and Marketing growth was stagnant
- ❑ IT responsiveness to internal needs not happening
- ❑ Productivity in all administrative processes stagnant (Finance, Client Services, and Sales and Marketing)
- ❑ Recruiting of new agents was not happening, too much turnover
- ❑ Regional/local communication lacking

Executive Summary

- ❑ Global Canadian-based Company with regional headquarters in Hong Kong
- ❑ Need to grow sales force to increase revenue, consolidate three business unit operations into one in Philippines

Results

- ❑ Reduced monthly financial reports by 74%
- ❑ Eliminated 75% of end of month reconciliation activity through timing, streamlining and linkages
- ❑ Consolidated three SBUs into one within three months (after two-year delay) reduced headcount by 25%
- ❑ Reduced agent recruiting from 22 days to eight days
- ❑ Reprioritized IT projects/resources to achieve \$500k savings in first year systems acceleration
- ❑ Trained key staff in ongoing improvements, six months later still applying TG methodology
- ❑ Established improved Sales efforts in campaigns, productivity and recruitment/retention as a result of cultural survey and barrier removals