



# DBV\*Solutions\*Inc.

*Innovative Business Process Reengineering  
Leading-edge Technology & Outsourcing  
Risk Mitigation and M&A Integration Consulting*

## DBV\*SOLUTIONS\*INC. INSURANCE-SPECIFIC CASE STUDIES & RESULTS

### For Three Top Ten Insurance Brokers:

- Shifted their transactional footprint to a lower-cost provider, enabling closer alignment of branch labor with client needs; delivered on schedule for an *overall savings of \$125M over five years*
- Completed an agency management system vendor analysis affecting 1,500 users in 65+ offices in less than nine months and completed a pilot in another three months, providing the ability for executive financial reporting; streamlined financial results delivery was reduced from fifteen days to two days, replacing multiple systems with a single-system environment. *The single agency management system:*
  - *provided reporting visibility to all client and financial information,*
  - *allowed client servicing from multiple locations,*
  - *eliminated the need for larger staffing resources, and*
  - *saved o\$6.2M over five years.*
- Implemented a centralized program office which:
  - *provided immediate executive visibility across a large portfolio of technology and process projects,*
  - *improved predictive risk mitigation,*
  - *better aligned dozens of large technology programs,*
  - *streamlined project and program execution,*
  - *reduced staffing on projects due to installing repeatable and consistent processes, and*
  - *resulted in a savings of \$4M annually.*
- Consolidated multiple, disparate processes into a repeatable, simple process, ensuring all offices process certificates consistently; implemented a centralized clearinghouse, *yielding \$5M in savings annually*
- Aligned a streamlined proposal process and system across 1600 users; implemented the new technology tool, achieving uniformity and consistency in selling insurance products and services, *saving \$4.4M annually*
- Streamlined the acquisition onboarding process, reducing process time from one year to six months or less by creating a repeatable best-in-class process; resolved issues related to data conversion between the acquisition partner and the acquiring agency, reducing client defections due to M&A issues; maximized the acquisition partner's effectiveness, resulting in faster onboarding of M&A partners and *yielding \$2.5M in savings and increased revenue annually*
- Reduced exposure management tasks and activities from an average of four months to two weeks; streamlined the marketing process, reducing E&O liability by implementing a new process and technology, which included audit trails and improved client visibility, *saving \$1.6 M annually*



# DBV\*Solutions\*Inc.

*Innovative Business Process Reengineering  
Leading-edge Technology & Outsourcing  
Risk Mitigation and M&A Integration Consulting*

## DBV\*SOLUTIONS\*INC. INSURANCE-SPECIFIC CASE STUDIES & RESULTS

### For a Large Regional Broker:

- Provided strategic consulting, resulting in:
  - achieving Lloyds of London registration within three months,
  - broadening market reach into new markets,
  - expansion of insurance offering in the U.S., eliminating the need for reliance on an intermediary, and
  - soft benefits of \$0.5M for a three-month effort.

### For a National Personal Lines P&C Insurance Carrier:

- Conducted in-depth feasibility study to determine if an existing HR services call center, which was outsourced to an IBM call center in the Philippines, could be eliminated and brought back in-house
- Evaluated and estimated transition time and technology requirements, successfully reincorporating the center in-house, and implementing SAP in six months, which was *weeks before deadline, and on budget.*
- Facilitated a “go/no-go” decision to be made *two months prior to going live*, serving IBM with a cancellation notice as per the contractual agreement, and *producing savings in excess of \$5M*

*"Don't go where the path may lead you, go instead where there is no path and leave a trail."*

*~ Ralph Waldo Emerson*

DBV\*Solutions\*Inc.  
[www.DBVSolutions.com](http://www.DBVSolutions.com)

Chicago  
(312) 967-5886

New York  
(212) 537-5896

San Francisco  
(415) 295-4870