



WYNGAARDT BROKERS

INTEGRITY • EFFICIENCY • TRUST

FSP 53138

CASE STUDY

REDUCING ADMINISTRATIVE
BURDEN AND ENHANCING
OPERATIONAL CLARITY

SECURITY SERVICES PROVIDER

CLIENT OVERVIEW

THE COMPANY IS A SECURITY SERVICES BUSINESS THAT HAD BEEN INSURED WITH A DIRECT INSURER OVER AN EXTENDED PERIOD.



INITIAL CHALLENGES

THE OPERATIONS MANAGER AT THE COMPANY EXPERIENCED SIGNIFICANT FRUSTRATION DUE TO:

- REPEATEDLY HAVING TO EXPLAIN THE NATURE OF THE BUSINESS AND CLAIMS PROCESS TO THE INSURER
- A LACK OF CONTINUITY IN COMMUNICATION
- ONGOING ADMINISTRATIVE COMPLICATIONS DURING CLAIMS AND POLICY ENDORSEMENTS

THESE INEFFICIENCIES DISTRACTED FROM OPERATIONAL PRIORITIES AND CREATED UNNECESSARY FRICTION WITHIN THE INSURANCE PROCESS.



OUR INTERVENTION

WYNGAARDT BROKERS ENGAGED WITH THE COMPANY BY PRESENTING A SOLUTION THAT ADDRESSED THE CLIENT'S PAIN POINTS DIRECTLY:

- WE INTRODUCED A TEAM THAT FULLY UNDERSTOOD THE CLIENT'S BUSINESS PROCESSES
- ASSUMED RESPONSIBILITY FOR THE ADMINISTRATIVE COMPONENTS OF CLAIMS AND ENDORSEMENTS
- DELIVERED A PROPOSAL THAT RESULTED IN A 40% REDUCTION IN THE CLIENT'S TOTAL INSURANCE PREMIUM



RESULTS

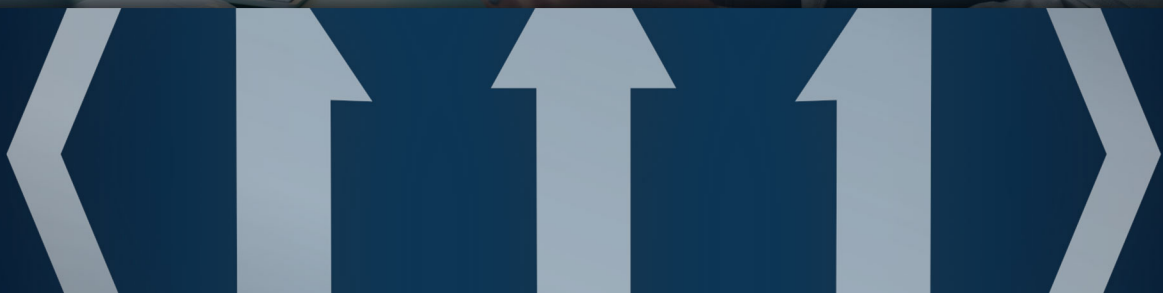
THROUGH OUR ONGOING SUPPORT AND MANAGEMENT, THE CLIENT ACHIEVED:

- SUBSTANTIAL COST SAVINGS ON INSURANCE PREMIUMS
- STREAMLINED FLEET AND CLAIMS PROCESSES, REDUCING THE OPERATIONS MANAGER'S TIME SPENT ON INSURANCE-RELATED MATTERS
- IMPROVED OVERALL INSURANCE EXPERIENCE BY HAVING A BROKER TEAM IN PLACE THAT PROACTIVELY MANAGES PROCESSES AND EXPECTATIONS



OUTCOME

BY TAKING FULL RESPONSIBILITY FOR INSURANCE ADMINISTRATION, WYNGAARDT BROKERS ENABLED THE COMPANY TO OPERATE WITH GREATER CLARITY AND EFFICIENCY. THE CLIENT CONTINUES TO BENEFIT FROM EXPERT ADVICE, MINIMAL ADMINISTRATIVE STRAIN, AND THE ASSURANCE THAT THEIR INSURANCE PORTFOLIO IS MANAGED BY PROFESSIONALS WHO UNDERSTAND THEIR BUSINESS AND ACT IN THEIR BEST INTEREST.



DISCLAIMER: THE INFORMATION PROVIDED IS INTENDED FOR GENERAL INFORMATIONAL PURPOSES ONLY AND DOES NOT CONSTITUTE LEGAL OR FINANCIAL ADVICE. POLICY TERMS, CONDITIONS, LIMITS, AND RATES APPLY AND MAY VARY BETWEEN INSURERS.

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