



# FUTURE PROOFING

Imagine the ability to supplement your resource models at your time of need. Many companies are faced with organisational challenges including:



Uncertain Times  
– Uncertain Claim  
Volumes



Sickness and  
Absence  
challenges



Dynamic  
resource  
requirements

We need efficiency in operational models and this includes the ability to manage resource dynamically – matching potential peaks and troughs.

Gallagher Bassett's "Future Proofing" model does just that. It gives you the opportunity to resource at the right level at the right time – wherever and whenever you need it. Guaranteed expert and agile resources and solutions designed with you to ensure your service delivery is unaffected.

## SOLUTIONS

A dedicated team of claim / customer service specialists who can:



Be inserted into your operation



Operate remotely depending on IT Links



Provide Field Investigation support



Work surge as a result of weather events / operational change and difficulties.



Ramp up / down for new or run-off business.



Recognition that old forms of resource planning did not provide enough flexibility and that headcount could be managed more proactively at peak and dip periods.



Your own dedicated team of claims specialists that you are able to call upon at very short notice.

## HOW DOES IT WORK?



Project Manager  
appointed to  
work with you  
to understand  
requirements.



Critical Hotspots  
identified,  
level of service  
required  
established.



Nature of  
resources  
required,  
location &  
systems  
considered.



Biographies  
provided with  
detailed scoping  
document.



Resources within  
our business  
identified



Project Manager  
& proposed team  
trained on your  
system and  
process.



Reservation  
fee paid.



GB notified  
when resource  
required team  
deployed  
when agreed  
with you.

For further information on how we can support please contact:

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