



ABOUT THE CLIENT

Arch Re Facultative, the second largest property facultative reinsurance company in North America.

CLIENT CHALLENGE

Arch Re Facultative needed to expand its back-office operations to keep pace with ongoing growth, manage cyclical staffing needs, and expand language services to diverse geographies. Upon engagement, Sutherland launched a thorough analysis and discovery process, working closely with the client's team to identify key drivers to expand its back-office processing. While Arch Re Facultative had partnered with technology providers to support its platform and system needs in the past, the inherently cyclical nature of facultative reinsurance continued to present a staffing imbalance.

While the company relied on temporary staff to handle its peak work volume, the process of hiring and training temps was time-consuming, and required permanent staff to continuously provide training. What at first glance appeared to be a productivity issue was really growing pains. The seasonal cyclical nature made it difficult to discern the fundamental growth in the business – which was, in fact, compounding the company's staffing and training challenges.



By migrating the earliest parts of our multi-step process to Sutherland, our experienced associate underwriting team has redoubled their focus on the processes that require their expertise. Additionally, we now have the flexibility to ramp resources up and down with the natural ebbs and flows of the business.



– Phil Augur
Chief Operations Officer,
Arch Re Facultative

THE SUTHERLAND TRANSFORMATION

In collaboration with the Arch Re Facultative team, Sutherland designed a solution closely integrated with Arch Re Facultative's underwriting process. Sutherland's global insurance operations were selected because of their state-of-the-art infrastructure and highly-skilled talent pool. The client was also pleased with Sutherland's ability to attract and retain motivated individuals who grow their careers with the company. This readily available workforce, combined with an aggressive implementation timeline, propelled the swift implementation of service operations.

PARTNERSHIP RESULTS

With the support of Sutherland's team, Arch Re Facultative stabilized its staffing and expanded its current operations in an aggressive timeframe. Measurable results and improvements were evident almost immediately:

Scalable operation that expands as the company grows.

Consistent and stable staffing minimized the need for temporary hires during seasonal peaks.

Multi-lingual services enable the company to keep pace with global growth and geographically diverse markets.

Regularly exceed 98% quality goal each month.

**Care & Support
Underwriting
Tech Services**

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.