



Case Study – Claims Consultancy - Supply Chain Management

Supply Chain Management – RFI and RFP Process Management

A motor insurance broker's non fault claims service contract, supplied by a long standing and trusted supplier, was coming to the end of its term.

In order determine a renewal and/or tender strategy, the broker wanted to better understand today's claims marketplace. Specifically:

- the service propositions on offer in the market
- areas of innovation
- the range of commercial models available

They recognised the sensitivities of performing that market search themselves therefore sought independent help from claims market experts.

Independent Advice Unencumbered by Commercial Arrangements

SX3 have no commercial relationships with suppliers by policy, while their consultants have claims expertise from across the marketplace. The SX3 company profile was a perfect fit for the client's needs.

Active management of the budget was another requirement for the project. SX3 responded with an action plan dividing the proposed activity into a series of short phases that enabled frequent checkpoints with the client, thereby empowering them to direct the project, and keep tight control on the budget throughout.

An open and fair tender process delivers better service

As the client suspected, their existing service was identified as having flaws including friction in the process, leakage of revenue and a fragmented customer journey

An alternative supplier was selected that was able to provide the customer with a high quality and seamless journey, whilst the broker ensured that they were achieving market leading commercial terms.

The key phases of the tender project process are outlined below. Clients use SX3 to support them in areas that require specialist expertise or, as with client, to help throughout the process.

AUDIT & REVIEW • CONSULTING • RESOURCE SOLUTIONS



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Market Research

- Assessment of the marketplace, establishing credible propositions
- “mystery shopping” of peer group, to protect the identity of the client and ensure the incumbent supplier was not alerted to the activity.
- comparator report, listing pros and cons of each supplier assessed

RFI Preparation

- Shortlisted recipients for Request for Information (RFI)
- Developed a bespoke RFI question set, obtaining input from stakeholders/interested functions
- Prepared the RFI, with full suite of questions and services information
- Developed a scoring system around the RFI question set to ensure objective marking of responses

Issue RFI

- Ahead of issuing the RFI, SX3 contacted each recipient assuring appropriate responses
- SX3 acted as the contact point for queries from responders and ensured all responders were updated with any relevant query answers
- SX3 then chased replies and queried gaps in answers on RFI's received.

Assess RFI Responses

- Responses read and scored
- Queries raised on response gaps / anomalies
- Comparison tables and an output results report delivered
- Deliver a shortlist for the Request for Price (RFP) process
- Managed the unsuccessful applicants.

Price & Service Terms

- Developed fee matrix and issued the RFP
- Determined final candidates for onsite visit
- Developed presentation requirements / agenda for onsite visits
- Issued presentation requirements with follow up calls to the final candidates to ensure understanding
- Facilitated the onsite presentation and initiated the first round of negotiation on commercial terms
- Assessed results of presentations and determined preference for selected partner



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Contract & Governance

SX3 worked in partnership with the client in

- Negotiating final terms with selected partner
- Support with Due Diligence on selected Partner
- Input on contract wording
- Managing unsuccessful finalists

Implementation

In this case, the client successfully managed implementation of the new service themselves. For other clients, SX3 may be asked to support the implementation process, for example, designing new protocols or helping establish new role profiles and recruit new talent.

SX3 Case Studies – are published to help prospective clients understand how value opportunities for the use of our services may be found and to give an insight as to how SX3 works with clients. All projects are unique and have more detail than can be expressed here.