



Case Study – Business Consultancy

Providing market insight as the basis for a development strategy

A leading law firm had ambitions to further develop their claim service offering. Specifically, they were seeking insight regarding their:

- position in the insurance claims marketplace
- service proposition quality
- approach to client engagement

The leadership team were aware that they had become inwardly focussed and therefore may have had blind spots in their understanding of the latest developments in the claims marketplace.

Extensive expertise through one contact

SX3 were able to supply the expertise and independent view the client required. SX3 drew experts from a variety of backgrounds, including compensators, claimant organisations, and supply chain management.

A single individual was appointed in an advisory capacity to the client over a period of months to provide input to the client. That individual SX3 representative drew knowledge, as required, from the SX3 team. This allowed the client to benefit from a wide range of valuable input without them needing to deal with (or pay for!) a cast of thousands.

Across the engagement period, SX3 provided:

- Analysis of peer group – highlighting best of breed services
- Market feedback regarding client perceptions for them and their peer group
- Insight on claims market developments in practices
- Introductions to key players in the market to widen their network
- Review & challenge to client's thinking for operational and technological change
- Mentoring for senior execs
- Headhunting for a key role

Understanding drives change

As a result of engaging SX3, the client better understood what their market wanted from them, what makes leading market performers, plus the developments they needed to undertake to challenge for that position.

With the knowledge obtained, the client was able to win additional investment from their board to establish an additional service line to aid diversification.

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.

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