



## Case Study – Claims Resources

### **Claims Resources Insight: Experienced claims management resources at your fingertips**

**It is not always best to advertise senior vacancies. When confidentiality must be assured, it is good to know that you have a specialist Claims market partner that you can call upon to help, as and when you need?**

The SX3 Resources service draws on our extensive Associate Network to offer cost effective, responsive resourcing solutions, to suit your need:

- Candidate screening
- Headhunting
- Interim placements
- Redundancy support
- Training and mentoring

Our associates have extensive experience and understanding of Claims roles twinned with the maturity to handle assignments with sensitivity and discretion.

#### **Researching Candidates for a Senior Role - A Case Study**

A leader of a professional services function had a personal succession plan in place. However, the internal candidates identified within that plan were yet to demonstrate they were sufficiently ready to make the step up.

Concerned with the risk that the internal candidates may not make the grade, the leader wanted to understand if there were suitable options externally to help determine their next course of action – either to allow more time for the external candidates to develop, or to press ahead with an external hire.

The market search therefore required absolute discretion – both to avoid internal candidates from being demotivated, and to stop the external market being aware of the situation.

The key skill sets and personal attributes were agreed as the basis for the SX3 search process which studied two areas for potential candidates:

- comparable role holders at other organisations within their client's peer group
- individuals performing comparable roles in other claims areas, such as insurers and other areas of the claims supply chain.

Knowledge of the Claims marketplace allowed SX3 to minimise market contact during the search, thereby containing information leaks, while also delivering a comprehensive assessment.

**AUDIT & REVIEW • CONSULTING • RESOURCE SOLUTIONS**



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SX3 delivered a long list of suitably qualified candidates without revealing the identity of their client. The client then agreed a short list of candidates to approach.

SX3 offers the client full flexibility as to the role it plays in your resourcing process, the client determines how far they want to take the search, and at what point they want to take over the process. This means that SX3 is agnostic on the terms of any hire. SX3's interest, as ever, remains focussed on providing impartial advice to their client.

[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.