



## ABOUT THE CLIENT

An international underwriter specializing in insurance and reinsurance in the property and casualty market.

## CLIENT CHALLENGE

Our client had an increased risk of pricing their insurance products at incorrect levels due to market changes. As a result, they were undercharging premiums and/or writing risks which were outside their product specific risk parameters, potentially impacting overall profitability.

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As a result of Sutherland's solution, the client's business has become more dynamic, with the ability to capitalize on changes in the market.

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## THE SUTHERLAND TRANSFORMATION

Sutherland developed an actuarial support service in which our in-house actuaries augment our client's teams, reporting directly into the client's lead actuaries. The augmented staff hours overlapped completely with our client's operating hours to ensure seamless communication. This also provided the ability to leverage multiple time zones to perform risk analyses and other actuarial duties so reports are available when the lead actuaries begin their workday. Our actuaries participate in our company sponsored, best in class, vintage-based actuarial study program. Sutherland sponsors their participation in industry conferences and seminars and knowledge sharing is 10% of everyone's annual goal to ensure the continuous development of our practice. As part of our analytics practice, our actuaries also participate in training sessions in quantitative methods, techniques, and software.

Backed by Sutherland's full analytics practice, Sutherland has augmented the client's team with in-house actuarial talent who meet the following criteria:

- Students and/or qualified members of The Institute of Actuaries of India and UK
- Trained in industry-leading technologies including ResQ, VIPiTec, Emblem, Reserve Pro, RPEE, and SAS
- Experienced in the property & casualty (P&C) actuarial market

Our property and casualty actuarial services provide:

- Data and information management
- Pricing and product design
- Reserving
- Reporting
- Reinsurance pricing and analysis
- Analytics

## PARTNERSHIP RESULTS

As a result of Sutherland's solution, the client's business has become more dynamic, with the ability to capitalize on changes in the market. Our solution enabled the client to improve accuracy of pricing, improve visibility to the exposure of risk, and stabilize actuarial processes, all while achieving the following:

**2%**

reduction in  
the loss ratio

**7%**

growth of  
overall business

**36%**

improvement in productivity for  
pricing and reserving analysis

**Business Process Transformation**  
**Actuarial Support Services**  
**Finance and Accounting**

For more information on how we can help you transform your processes, visit us at [www.sutherlandglobal.com](http://www.sutherlandglobal.com), email us at [sales@sutherlandglobal.com](mailto: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, NY., Sutherland employs thousands of professionals spanning 19 countries around the world.

