

BURST RESOURCING

**WHATEVER YOU NEED,
WHEREVER AND WHENEVER
YOU NEED IT.**

We live in uncertain times. With the ongoing pandemic the emergence of "Points of Pain" has never been more magnified. All claims operations suffer these events be it as a result of work surge from a CAT event; inability to resource talented people or the winning / losing of books of business. Working from home presents in some cases production issues and some projects we would love to complete have had to be put aside.

At Gallagher Bassett we have huge experience in supporting clients in these circumstances.

We offer a range of claims and risk management solutions that are Simply Expert and totally flexible to manage these bursts of activity. Across our business we have a broad talent base of expertise that is highly motivated and focused with exceptional technical knowledge delivering an instant, professional and cost effective claims handling solution for whatever you need, whenever you need it.

We achieve this ability to instantly respond by the virtue of our Global footprint and by having a core of trained staff who understand the need for agility and flexibility coupled with the need to respond quickly, even for short periods of time.

Whether supporting planned headcount control or an immediate performance issue / goal, Gallagher Bassett are here to help and respond.

For further information on how we can support please contact:








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SOLUTIONS:




INSOURCE AND OUTSOURCE

Teams of claims professionals operating within your operation or remotely utilising your systems (or our own) across multiple business lines including; Property; Motor; Casualty; Travel; A&H; Specialty Lines


THESE TEAMS CAN:

-  Respond to backlogs / points of pain - whether caused by a weather event / pandemic or just difficult work flow issues.
-  Assist customers in a proactive manner to assist with customer service issues.
-  Allow you to keep your fixed headcount down and at a controlled level.
-  Deliver excellent technical quality with significant cost control and enhancement of customer experience, reducing leakage and operational costs.
-  Eliminate non- productive management time.
-  Remove the need for expensive short term recruitment e.g. temps that in the majority of cases have no loyalty or focus on your issues.
-  You avoid long term commitments, you pay for the resource as and when you need it.


PROPERTY REINSTATEMENT EXPERTS

-  Gallagher Bassett's very own building repair network.
-  Can be brought on line in a matter of hours.
-  Surveyor led solution capable of rapidly scaling across the UK at times of need.

LOSS ADJUSTING

-  Team of highly skilled property and liability experts utilising the latest technology including virtual site visits and drones.

CUSTOMER SUPPORT

-  Specific customer engagement projects involving reaching out or contacting customers.