

## P&C Carriers: Well Executed Strategy Produces Recovery Improvement and Productivity Gains

Many companies are faced with an increasing level of complexity and challenges in the work environment. These constraints limit effectiveness even when a clear plan of action is in place. Companies are opportunely empowered with a decision-making authority that allows them to reduce limitations and succeed in varying environments. This right brings responsibility for selecting solutions which produce measureable outcomes. The ability to select and effectively execute the proper strategies will dictate long-term success for individuals and organizations.

In subrogation, the strategy that is used is highly dependent on the types of business written, the markets served, loss exposures developed and skills of the team available to execute the strategy. The only constant is that the variables will change and your ability to react will dictate your success in delivering responsive solutions.

To be successful, a strong foundation is needed which can empower your operations with the flexibility to react to change, minimize constraints and thrive in any environment.

At Trumbull, we have developed a powerful platform for subrogation recovery called *subrosource*<sup>™</sup>. This system has been tested and proven to effectively execute strategies and achieve outcomes which exceed client expectations.

The case study below is an example of the impact *subrosource*<sup>™</sup> has had on our clients.

### Business Problem

Client had recently installed a new claims application but recovery results continued to lag industry standard numbers. Client hoped to improve their recovery outcomes but did not believe that the claims platform would enable this process to happen. In addition, Client wanted to work with a vendor who focused on achieving significant improvement in a short timeframe and focused on producing outcome, not just a vendor who installed software and left.

Before Trumbull could implement a solution, a complete analysis was needed to determine the ROI. In subrogation, the return side of the ROI is generally driven by recovery lift and productivity gains. This was the promise of our solution and we confidently backed it with financial risk sharing.

### The Trumbull Solution

Trumbull and its client created a recovery partnership which included transition to a new recovery platform enabling improved processes around subrogation recovery.

In addition, Trumbull implemented its *subrosource*<sup>™</sup> technology as a service to its core claims application creating additional value in the system while upgrading its platform for recovery processing. Key elements of the solution included: automated subrogation identification, automated demand processing, skill-based routing and recovery strategy application.

As a final element in its solution, Trumbull integrated key recovery partners to handle transactions not suited for their own recovery team.

### The Outcome

...through shared vision and effective execution, recoveries improved by \$40M...productivity improved by 30%

Through a shared vision and effective execution, recovery performance improved by more than \$40 million annually. Furthermore, productivity of client's staff improved by more than 30%, resulting in significant expense savings to policyholders.

**For more information on Trumbull's capabilities, call 877.285.2174 or visit us online at [trumbull-services.com](http://trumbull-services.com).**

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