

# The Nolan Company

INSURANCE SERVICE OFFERING



## CHANGE ENABLEMENT

*Expand Your Capacity for Managing Change*

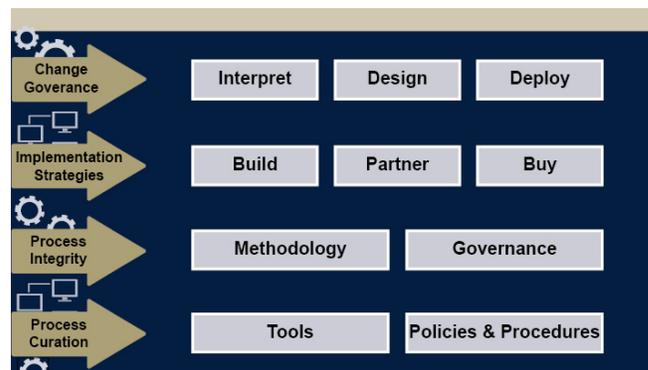
No matter what challenges or opportunities the insurance environment may bring, companies must be prepared to effectively implement and manage change. The **Nolan Change Enablement** framework helps companies increase preparedness and reduce risk associated with regulatory, market, technological, and operational changes.

### Meet the Challenges of an Industry in Transition

With low investment yields and continuing increases in customer expectations becoming the new norm in the insurance industry, companies are facing unprecedented pressure to increase income and grow the top line. Various technologies have the potential to help insurers contain costs and improve service — but only if the right processes and management practices are in place to effectively leverage technology and the large amounts of data that are now available. In order to accelerate your delivery pace, control implementation costs, optimize run rates, and enable compliance, now is the time to take your change management capabilities to the next level.

### Nolan's Proven Model

Unlike traditional change management solutions, which are geared toward a specific initiative, our proprietary **Change Enablement** model increases your capacity for change adoption across the board. No matter what may lie ahead, our pragmatic framework equips your organization with practices, systems, and tools to manage change on an ongoing basis — without the need to constantly reinvent and reinvest to accommodate future developments. And because our proven model has already defined the practices and procedures that support a change-enabled environment, Nolan clients can begin deriving value in a matter of weeks, rather than months or years that traditional change management programs may require.



*Change Enablement Framework*

### The Nolan Approach

Our proprietary model clearly defines how change enablement should optimally function and operate, and it identifies the specific processes that must be in place in order to maintain effective change enablement capabilities. This level of clarity enables Nolan to quickly evaluate your current environment and accurately identify:

- Activities you should be performing, but aren't
- Broken processes that require remediation
- Processes that have not yet achieved the appropriate level of maturity

Regardless of the current state of your change enablement capabilities, Nolan has custom tools and methods to identify specific changes that your organization must make in order to support a healthy change-enabled environment.

## Key Deliverables

The Nolan Company works closely with your organization to outline comprehensive strategies for managing change in your present and future environments. Whether there are process gaps to be filled or subtle refinements to be made, our consultants provide a clear course of action for:

- Change Governance — defining a process that accurately converts change requirements into capabilities
- Implementation Strategies — standardizing criteria for determining a strategy best suited for your environment and any given change program
- Portfolio Management — establishing a centralized, systematic management of efforts and investments that support or produce business capabilities
- Process Integrity — providing methods for understanding and improving the stability, extensibility, and performance of your current environment
- Process Stewardship — defining the approach for creating and maintaining process documentation and for describing relationships between processes

## Reap the Benefits

The **Change Enablement** framework blends our proprietary practices with customized plans and interventions to enhance your capabilities while minimizing disruption. Working with Nolan enables your organization to establish a change enablement program that:

- Facilitates quick implementation
- Reduces resource requirements for future initiatives

- Reduces overall development costs by 5 to 10 percent through enhanced efficiencies; these efficiencies may translate into operational cost reductions as well
- Reduces your risk profile

## Change Enablement Experts

In contrast to many other consulting firms, Nolan is comprised of seasoned insurance leaders with line management experience in operations and technology. Our firsthand industry expertise gives us valuable insight into the change enablement issues you face every day. Using methods and tools developed to address the unique circumstances of change enablement, The Nolan Company equips your company with proven methodologies to reduce the cost and timeframe associated with implementing operational change, regardless of the specific change initiative.

## Experience That Works for You

For 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and profitability through process innovation and effective use of technology. We're experts in developing comprehensive operational and technology solutions that deliver immediate results and lasting outcomes — and we're committed to working with you from assessment through implementation.



## CONTACT US

To learn more about our unique framework for optimizing change, visit [renolan.com](http://renolan.com) or call (800) 248-3742.