

The Nolan Company

INSURANCE SERVICE OFFERING



NOLAN PROCESS MATURITY

Optimize Value by Ensuring Operational Integrity

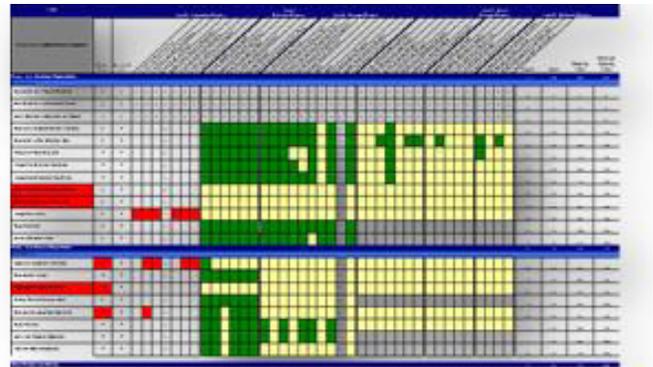
Despite modest growth projections for the insurance industry, premium and policy increases remains a challenge for many companies. In order to maintain margins and lay a solid foundation for the future, your processes must be sound and efficient. The Nolan Company's proven **Process Maturity Model** ensures operational integrity in your current environment, enabling you to reduce costs and fortify business growth.

Are You Equipped to Handle the Challenges Ahead?

The insurance industry faces a multitude of pressures ranging from low interest rates, rising regulatory obligations, increased competition, and increased customer expectations to name a few — and most companies are exploring new initiatives and technologies in order to thrive in this market. However, it's important to note that these approaches are only as effective as the operating processes that support them. That's why it's so critical to troubleshoot and streamline your current operating environment to maximize today's opportunities.

Nolan's Proven Model

Unlike other industry-standard models, which require an extended time commitment and complex execution, **Nolan's Process Maturity** model is intuitive to administer. Its straightforward language and logical progression of maturity levels make it easy to understand the business value of each stage as it applies to your organization. The Nolan model can be deployed as part of ongoing operations, without the need to create a designated department or invest in additional infrastructure — making it a cost-effective way to continually align your capabilities with the demands of a changing industry.



Process Maturity Model

The Nolan Approach

Process maturity is based on both qualitative and quantitative data. From the moment you identify the objectives and processes to be addressed, our consultants conduct interviews, make observations, review process documentation, and analyze key metrics and controls against key process maturity attributes. Then, we apply our considerable expertise to synthesize the information and outline the specific advancements that must be made to achieve desired maturity levels.

Your specific needs will drive the length of your assessment and remediation period; however, work can generally be completed in four to eight weeks.

Key Deliverables

The Nolan Company works within your existing process environment to help ensure operational integrity. We deliver:

- A Process Maturity Summary that identifies:
 - Nonperforming processes and remediation approaches
 - Underperforming processes that are not producing the desired results — and recommended steps for advancement
- An implementation plan to address the key points on the Process Maturity Summary
- An intuitive toolset that your organization can administer on an ongoing basis

Reap the Benefits

Nolan's Process Maturity model is intuitive, easy to understand and administer, and allows you to quickly assess the integrity of your operating environment. We provide a structured methodology to assist in preparing for readiness reviews, market introductions, and internal and external due diligence efforts — which gives you a deeper understanding of how well your processes are constructed, executed, measured, and sustained. Our model delivers proven results, allowing your organization to:

- Operate efficiently within the current environment
- Ensure a stable base for adapting to change
- Remediate broken, or nonperforming, processes
- Advance underperforming processes

Process Maturity Experts

Our process maturity experts are seasoned healthcare industry resources with line management experience in operations and technology. Our firsthand industry expertise, combined with our proven *Process Maturity* model, gives us unmatched insight into the problems you face. It also puts us in a unique position to collaboratively expand and extend your team's skills.

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 Nolan's unique approach to process maturity, visit renolan.com or call (800) 248-3742.