



### Head of Aviva Insurance Claims Centre

*"Keith and Adrian provided me with expertise, a great deal of technical support and practical assistance when setting up a 365 day a year, 24 hour a day claims operation. They provided data on customer demand that I could act on to make sure I had the resources in place to deal with it and well enough in advance that I was able to plan for, and if necessary, mitigate risks.*

*They delivered staff schedules and work routines to meet customer demand and still be as fair to the employees as possible in things like: frequency of lates, weekends and some of the more unsociable shifts.*

*When we had surges in volume, like when the weather hits, we had tools to predict this to the best possible extent and manage our service well throughout those periods."*

### Operations Manager at Aviva Insurance Claims Centre

*"Having ownership of building and managing a new team to work on resource optimisation, I was introduced to both Keith & Adrian as central references and people to assist me in how to build what would be new shift patterns for staff who had never worked shifts before.*

*I had previously done this task manually but as the operation resource grew and hours of work changed it became a task that needed some technical intervention and not an on the back of a matchbox approach!!!! I worked closely with Keith over a two year period embedding new shifts and adding on new work patterns to suit employee and business demand within the Insurance Claims centre of Excellence that we were developing.*

*Keith continually took away suggestions and options to fulfil the needs placed in front of us and when unable to get an exact fit for all, came up with alternatives that were ultimately accepted and implemented. Whilst we had to continually tweak things we did get a very productive end result. There was never a task too big or too small and Keith's adaptability and thinking out of the box approach was a breath of fresh air and an attribute that very much helped us build and improve an established workforce management tool and workforce itself.*

*Without the intervention of Keith and his team, it's unlikely we would have achieved this."*

### Aviva Home Insurance Claims Centre Service Team Member

*"From being launched into the position of looking at and using resource planning tools – something I had absolutely no experience of – being introduced to Keith to work with me on this made such a difference.*

*Keith took the time to understand the background I came from as well as my department's challenges and what the senior management team's goals were. From this, we built up a very good working relationship – he guided me through the Workforce Management system (Blue Pumpkin) and built the managers toolkit and reports following the requirements I passed to him. Keith continued to make any amendments based on a change of requirements and was always there at the other end of the phone to offer advice – no question was too obvious for him.*

*Keith also instrumented regular discussions between himself, the planning team in Norwich and my team in Scotland giving everyone the chance to voice their opinion as well as agreeing the businesses' goals. I had complete confidence in Keith and so did my colleagues and more importantly, he gave me the confidence to effectively report back to senior management with findings and recommendations in order to ensure we met our all-important Service Level Agreements.*

*The knowledge and insight Keith provided was second to none and his patience was a lot to be desired. Thank you Keith – my colleagues and I really couldn't have done it without you."*