

Our services

Technical Outsourcing

Helping you to focus on
what you do best.

Our technical outsourcing services

- > Underwriting support
- > Claims and TPA services
- > Technical accounting
- > Intermediary services

Our services

- > Risk, audit and compliance
- > Operational consulting
- > Technical outsourcing
- > Legacy solutions
- > STRIPE®

“Pro has delivered what we wanted, a consistent level of turnaround and quality irrespective of workload peaks. They are proving to be an excellent outsourcing partner.”

COO, The Faraday Group

Understanding your challenges

The reinsurance and insurance industry presents a challenging environment for ambitious organizations that are determined to maintain and improve their standards of service and risk management.

Typically, our clients want help to manage peaks and troughs in work volumes more efficiently or they want to free up their own resources to focus on core business activities and achieve their strategic aims.

Outsourcing can help start-ups reach critical mass quickly by supplying the resources needed to achieve scale. It can also provide established operators with additional technical expertise.

Who are we

Pro is a specialist provider of operational outsourcing and consulting services to the global reinsurance and insurance industry. First and foremost, we are technical specialists, focusing only on insurance and reinsurance operations. We are known for our ability to empathize with our clients, to seamlessly fit into their cultures and to work effectively as an extension of their teams.

Pro is a global company based in financial centers around the world. Our offices in London, Cologne, Zurich, New York and Buenos Aires are supported by regional centers, so we can provide you with a cost-effective, round-the-clock service.

What we do

We provide resource continuity in a market where turnover is high. We take great care to get to know your business and we tailor our outsourcing services to meet your particular needs.

You can choose to outsource one or more of your back-office processes, a complete end-to-end package or anything in between. One of the ways in which we can tailor outsourcing for you is to offer a white-label service, where our people provide a seamless extension to your team.

Our track record

Underwriting support

- Supporting a Global Reinsurer's worldwide operations - data manipulation and standardization; preparing the information for modeling purposes
- Supporting a Global Reinsurer's European and North American operations with pre-bind submissions and data entry

- Supporting two London Market carriers with a wide range of underwriting support activities, including risk capture; message processing; data modeling/standardization and contract certainty.

Claims management

- UK Company - assumed the administration functions of set-up, triage and message processing as well as adjusting claims up to an agreed authority limit
- Swiss reinsurer - support to reduce aged and large backlog of 7,436 claims. Triaged and adjusted claims in a timely and accurate fashion, resulting in improved practice and procedures and better service to cedants
- US insurer - strengthened company's surplus-line through effective claims management. Reduced open claim volumes and reserves while controlling costs. (CD, GL, trucking, non-standard auto, WC.)

The value we deliver

Our outsourcing service is delivered from local, dedicated centers, ensuring convenient access to our centers. Because we are committed to aligning our interests with yours, you can be confident that we will deliver a high-quality, cost-effective service.

Outsourcing is an efficient way to ensure the best resources to deliver your business goals at the quality standard you demand.

Why Pro

You can trust us to deliver the operations that matter most to you.

- We are a global company offering a cost-effective, round-the-clock resource
- We understand your business and the challenges you face
- We have 30 years of industry experience and a proven track record in delivery
- We are proactive practitioners who can work independently or within your team
- We deliver tangible and measurable results
- We align our fees to your success.