

Our services

## Operational Consulting

Creating value by working in partnership to optimize efficiency and effectiveness.

### Our operational consulting services

- > Project management
- > Business analysis
- > Change management
- > Process improvement
- > System transformation
- > Data services

### Our services

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

**“It’s always a pleasant surprise to see how fast Pro’s staff is up-and-running. The industry experience and methodological know-how they bring makes it easy to integrate them into existing teams or to let them run a project independently.”**  
**Head Divisional Ops Global Services,**  
**- Swiss Re**

For more information about our reinsurance and insurance services visit:

[www.pro-global.com](http://www.pro-global.com)

### Understanding your challenges

The reinsurance and insurance industry constantly faces new challenges: pressures on margins, operating costs and profits, increased regulation, new distribution channels, new entrants, increased customer sophistication, new entrants and substitute products. These issues demand significant resources and potentially carry substantial risk. We work with our clients to address these and other challenges and to improve their businesses.

### Who are we

Pro is a specialist provider of operational outsourcing and consulting services to the global reinsurance and insurance industry. We are 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.

Our operational consultants work in partnership with your business to optimize its efficiency and effectiveness. Our mission is to help you deliver effective change and create more value in your business.

### What we do

Pro supports change, from single projects to large-scale enterprise transformations. Our operational consulting combines technical expertise in areas such as underwriting, claims, accounting, finance, actuarial and operations with change management experience relating to people, processes and systems.

Our approach to any new assignment is first to listen and understand. We build a deep appreciation of your business and your issues before proposing any solutions. Our focus is on hands-on delivery and tangible outcomes, with total flexibility in the way we work. We operate equally well on our own, with internal teams or as a complement to other strategic advisors.

### Our track record

We work with clients ranging from London Market companies and Lloyd’s Syndicates to some of the world’s biggest reinsurers. Past and current assignments include:

- Reduced operational complexity for a major global reinsurer by consolidating six P&C platforms and three L&H platforms, each to a single platform. The project involved 450 people across 20 locations in the Americas, Europe and Asia.

- Centralized operations for a global reinsurer from 15 to two locations, creating a shared services function with improved processes and reduced costs
- Project managed a FATCA implementation to meet US tax requirements and avoid punitive measures such as the withholding of 30% US earned income
- Implemented a global reinsurance platform to deliver standardization and reduce the risk related to the legacy systems. Provided technical and operations subject matter expertise, project and change management, reconciliation and backfill resource for business as usual.

### The value we deliver

Our people are industry practitioners first and consultants second. They are experienced professionals who can apply their insight and experience to your challenges in a very practical way that sets us apart from general consultants.

We are known for our ability to work effectively and seamlessly as an extension of our clients’ teams, with minimal disruption. As well as delivering projects, we can provide technical operations staff as backfill resource to meet the demands of business as usual and free up your subject matter experts to provide valuable input to improvement projects.

Our aim is to deliver the results that you demand; we are committed to the creation of tangible value, whether in the form of lower risk, smoother transition, better integration, cost reduction, realization of synergies, data accuracy, reduced complexity or higher growth.

### 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.
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