Insurance operations discovery and delivery assurance

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45,000 hrs
IDENTIFIED OPPORTUNITY
Future capacity potential

10 / c.30 FTE
PRIORITISED OPPORTUNITIES
Plus 20-item backlog

30%
DELIVERED RESULT
Aviation certificate improvement

Operational challenge

- Policy-servicing, fiduciary, payment, invoicing and reconciliation work crossed multiple teams, systems and control points.
- A broad automation portfolio needed consistent assessment, quality assurance and clear separation of forecast from realised benefit.
- Delivery had to remain aligned with business, technology, risk and offshore delivery stakeholders.

What Leania did

- Ran end-to-end discovery and developed business cases for prioritised opportunities.
- Managed analysts, developers and third parties across quick wins, larger changes and unsuitable projects stopped early.
- Designed governance, checkpoint criteria and quality assurance across the UK and Ireland portfolio.
- Worked with Directors and COOs to compare delivered outcomes with forecasts and refine the support model.

Outcome and evidence

- 45,000 hours represented an identified future opportunity pipeline, not realised cash savings.
- Ten opportunities were prioritised at an estimated c.30 FTE capacity potential.
- Selected delivery included a reported 30% improvement in aviation certificate processing.

What this demonstrates

- Insurance-process discovery linked to investment decisions.
- Governed delivery across internal and external technical teams.
- Explicit separation of identified opportunity, delivered improvement and financial value.

EVIDENCE CLASSIFICATION

Status: practitioner-reported

Metric classes: identified opportunity; operational performance

Hold until owner confirms contractual confidentiality and recognisability review.