

Insurance operations discovery and delivery assurance

Policy servicing, fiduciary operations, opportunity discovery and governed delivery assurance.

45,000 annual hours

Annual opportunity pipeline identified by discovery
An identified opportunity, not a measured result.

10 opportunities / c.30 FTE

Prioritised opportunities identified, with capacity estimated by the delivery team
An identified opportunity, not a measured result.

30% improvement

Improvement in aviation certificate processing, delivered by the redesigned workflow

The operational challenge

- Policy-servicing, fiduciary, payment, invoicing and reconciliation work crossed multiple teams and control points.
- The programme required clear separation of forecast opportunity from delivered and realised benefit.

What Leania delivered

- 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.

Outcome

- The 45,000 annual 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.

Engagement details have been anonymised. Client-specific systems, operating data and commercial information are not disclosed.