

# Insurance Company Improves Organizational Efficiencies With Mythos Group



## EXECUTIVE SUMMARY

- Our client is a federation of affiliated motor clubs serving over 61 million members across two countries.
- They are an independent, not-for-profit membership organization, chartered and incorporated in its own state and controlled by its Board of Directors.

## THE OPPORTUNITY

- The client wanted to implement a strategic initiative to eliminate function and process redundancies, reduce overall operating costs, increase profitability, and improve customer satisfaction.

## AT A GLANCE



**INDUSTRY**  
Insurance



**ORG SIZE**  
45,000



**US/INTERNATIONAL**  
Headquarters in US/International



**REVENUE**  
\$5.9B



## OUR ASSESSMENT

The key element of the initiative was the deployment and user adoption of the new business platform that would directly impact thousands of employees. They needed to do this with minimal interruption.

- The employee experience had been sub-optimal and hadn't always accepted or adopted business solutions.
- The transformation had the potential to be disruptive to the entire enterprise and take several years to implement.
- The employees had substantial concerns such as not being able to be fully engaged throughout the transition and having a low tolerance for program or technology hiccups that could impact their ability to help their customers.

## WHAT WE DID




Mythos Group facilitated organization design workshops and recommended structures aligned with the strategic goals to improve organizational efficiency.

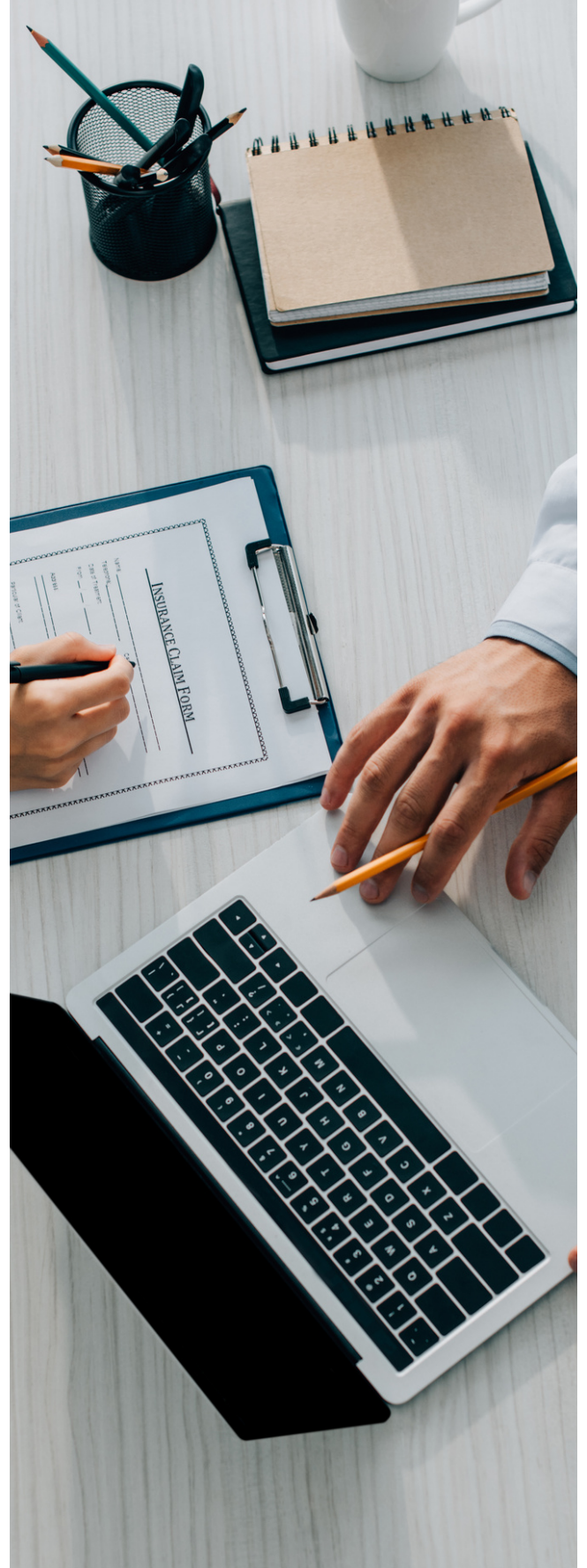
-  An overall change management strategy was developed that included components such as stakeholder management, leadership alignment, communication, change impacts and readiness, and organization design and training.
-  They worked with the leadership team to build a culture of inclusion, innovation, and trust that honored employee input and feedback.
-  Collaborated in the creation of a model office and facilitated demos to simulate real-life scenarios of what it would be like to work with the new system.
-  They spearheaded the effort in delivering quick wins in the form of incremental results that helped improve the user experience in the short term while building long-term business and technology capabilities that are reliable and sustainable.

## MAKING A DIFFERENCE

A phased plan was developed by Mythos for building the change capability across all lines of business for the federated regions to support the business transformation.

### KEY RESULTS

-  75 changes were incorporated
-  Improved the member experience
-  Improved organizational efficiencies



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