



GET THE WORLD'S BEST TALENT ON YOUR TEAM



Insurance administration solved.

Insurance Administrative Offshoring Services

Scale faster with a results-driven remote team. We connect insurance businesses with highly skilled global talent. With 25+ years in the insurance industry, you get the perfect-fit candidate every time.

What is offshoring?

The definition of offshoring is the practice of relocating business processes or work functions to another country in order to cut costs and increase efficiency. Companies may choose to outsource certain tasks or entire processes to low-cost countries, where labor may be cheaper or more skilled.

Who is ICS?

Insure Connect is an independent organisation with over 25 years of experience in insurance administration and outsourcing. We provide specialised services to insurance companies, brokers, and underwriting managers, enabling them to efficiently manage and administer their functions without the need for in-house resources.

Our thinking

For any insurance business the concept of offshoring and outsourcing important aspects of its service offering is one it must take seriously, as clients and brokers may perceive the company to be forgoing control of some of its core functions. It is equally important, however, that clients and brokers understand what it means to outsource and the benefits it delivers.

How we can help you

We are global leaders in attracting, retaining, scaling, training and developing talent, who can have exceptional English language written and communication skills, and extremely high work ethic, familiar with a highly regulated industry and its requirements, the business case is that they are located in South Africa where the costs of these services are significantly lower than anywhere else globally, plus are qualified and high skilled.

Our Service Offering

We build teams of offshore and outsourced insurance administration professionals. Together, we'll pave the path for business growth.

Our resources come with experience, relevant qualifications and accreditations to successfully operate in either the Australian or United Kingdom insurance markets across the following functions:

- ✓ Policy Administration
- ✓ Client Service
- ✓ Renewals
- ✓ Recruiters
- ✓ Claims (Commercial and Personal)
- ✓ Underwriting
- ✓ Recoveries
- ✓ Internal Brokers
- ✓ Finance and Management Accounts
- ✓ Compliance

Why choose ICS?

ICS stands apart with its deep industry knowledge, commitment to quality, and robust training programs that ensure our teams are fully equipped to handle the complexities of insurance administration.

Our clients benefit from a seamless integration with their existing operations, backed by our comprehensive support and expertise.



Why take a gamble on hiring? Let us match you with high-performing team of specialists. So you can easily build a remote team who integrate perfectly with your company.

9 benefits of offshoring administrative functions for the insurance industry

Have you ever wondered why offshoring or outsourcing administrative functions for the insurance industry is so popular?

As a business your main goal is to increase productivity and profits whilst improving customer satisfaction. But costs and skills shortage are two of the biggest challenges to achieve this.

The advantages of having an offshore source manage certain tasks for insurance businesses are numerous and listed here.



1 LOWERED COSTS

Offshoring administrative functions reduces labor and operational expenses. Costs associated with equipment, office space, and salaries are no longer accounted for.

Moreover, you do not have to invest in training and technology.

2 IMPROVED FOCUS ON CORE TASKS

Offshoring administrative functions allows you to focus on core tasks. The shifted focus improves business efficiency.

This also provides opportunities for companies to improve their services.

3 COMPETITIVE EDGE

By adding significant margin to your business, with and offshoring administrative partnership, allows you more for acquisitions and integrations. Plus you can scale at faster pace to outsmart your competitors, providing a distinct competitive edge.

4 ACCESS TO SKILLED PROFESSIONALS

Hiring offshore experts that are part of you team and address the skills gaps in the markets we operate in. This results in accuracy in claims processing, underwriting, and policy management.

These specialists can also provide client facing services and have the correct local accreditations to ensure full compliance.

5 ENHANCED CUSTOMER SERVICE

Maintaining the quality of customer service is a must for and successful companies.

Offshoring administrative functions will improve customer service as we can provide 24/7 support. Thereby expanding your business services and client market.

6 INCREASED FLEXIBILITY

This allows insurance companies to adapt to changes in compliance and client demands. Businesses can enjoy increased flexibility in resource allocation.

During seasonal fluctuations, flexibility is beneficial to businesses as you can add and remove resource on the fly.

7 IMPROVED DATA PROCESSING

Business processing requirements expand alongside business growth.

Hiring offshore resources ensure access to qualified and skilled insurance focused staff that will complement your team and be client-facing.

8 EXPANSION AND SCALE

In a growing market, we focus on attracting talent, training, development and systems so you focus on growth.

Plus we can scale to match your administrative needs, we focus on what we do best, allows you to focus with certainty.

9 REDUCTION IN STAFF ISSUES

As your partner we deal with the recruitment, training, succession, compliance, disciplinary, saving you management time and significant costs.

Plus clients are relieved of the burden of medical aid, pensions, super nation or any hiring fees, that's all taken care of with ICS.



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CONTACT US

Contact us today to discover how ICS can transform your insurance business

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