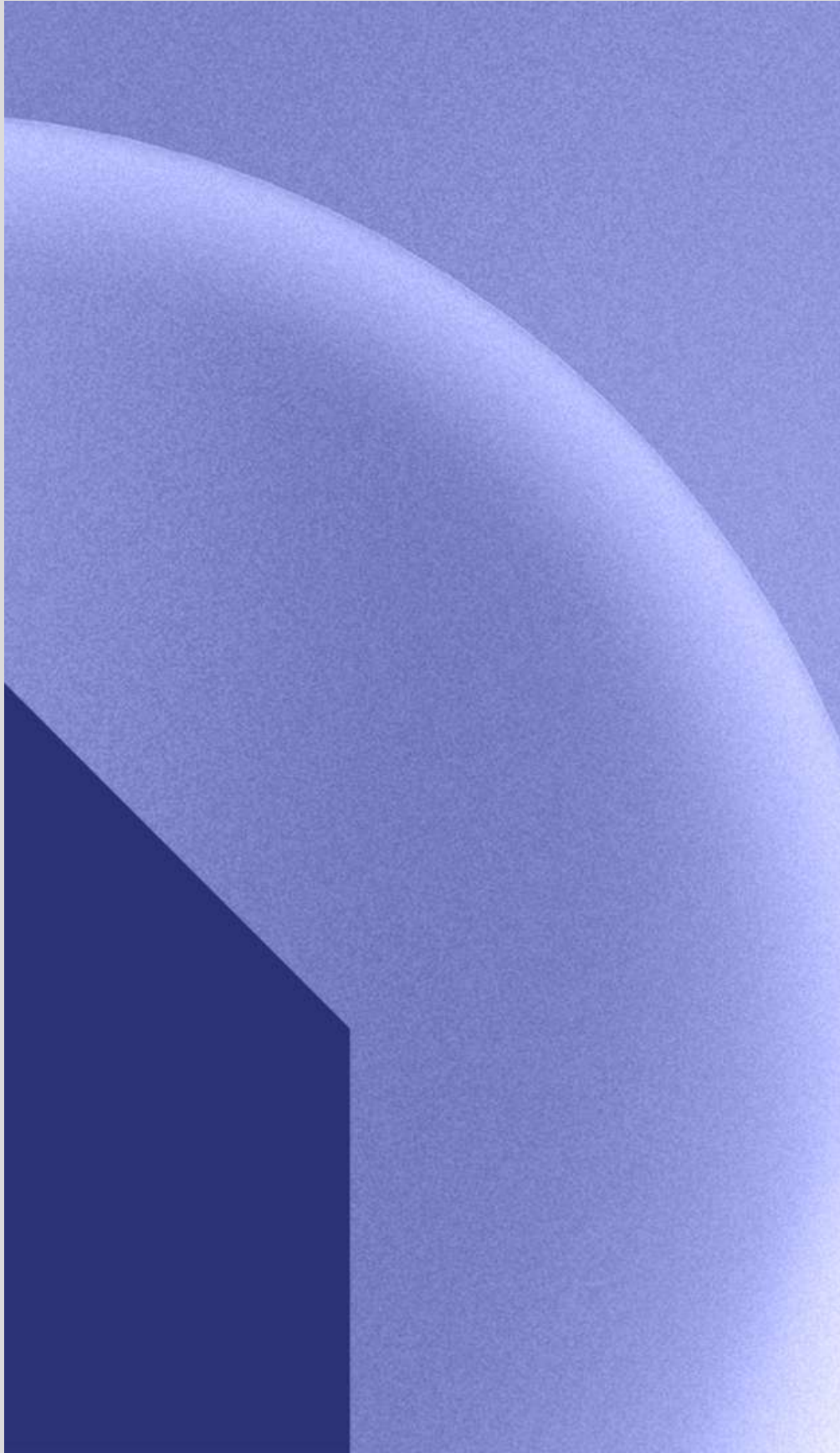


CLAIMS TPA MONITOR

Providing detailed analysis of the service performance of TPAs allowing industry benchmarking and action to be taken to maintain/improve service.




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Background

The Claims TPA Monitor raises the service bar by furnishing TPAs and others with the information to promote strengths and and improve in areas where they may be underperforming against their competitors.

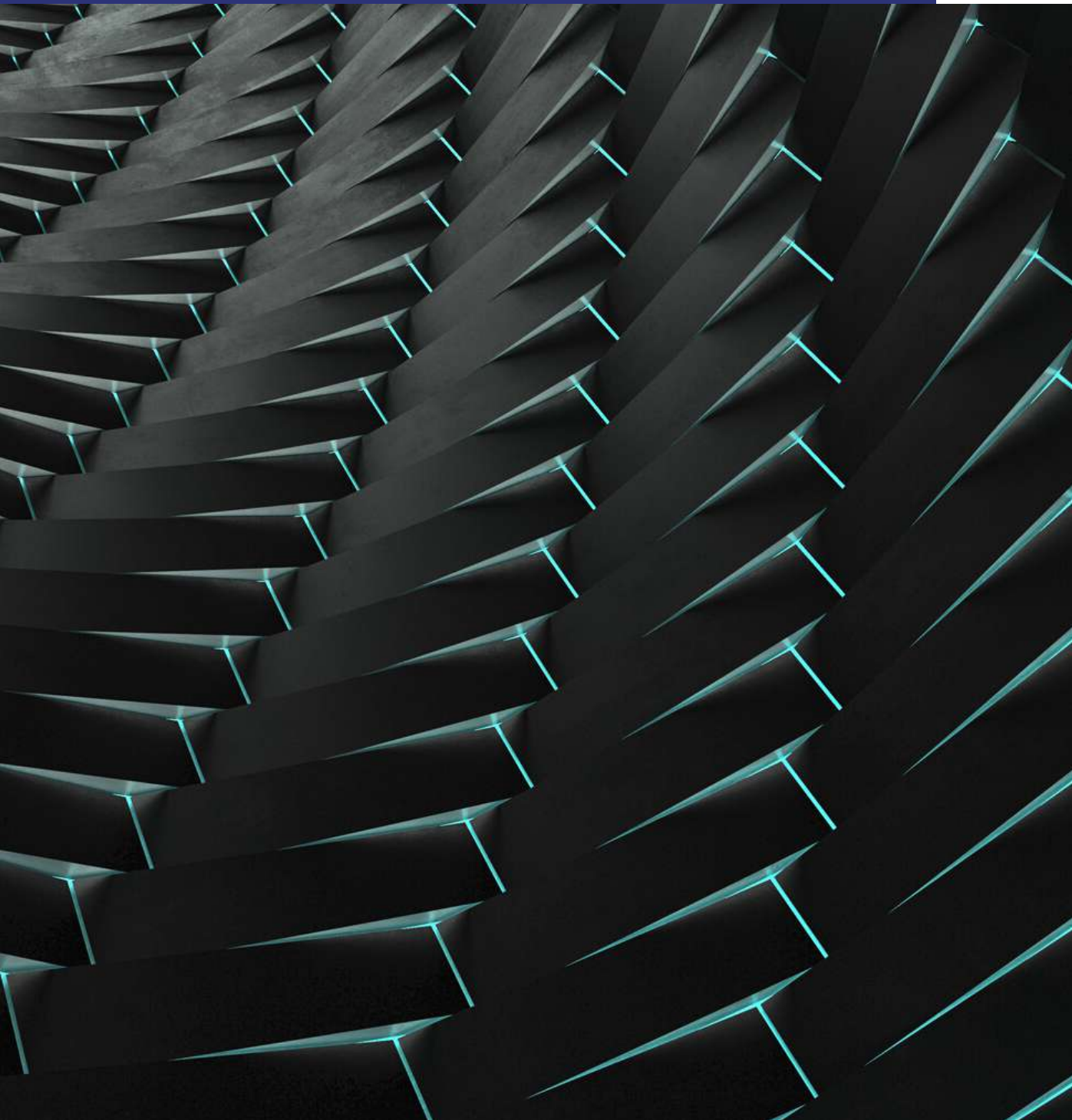


What's the purpose of the
Claims TPA Monitor?

**To diagnose the specific issues
affecting claims TPA service
performance and reputation.**

**Providing actionable, fact-based
recommendations on how to
improve service, build your claims
brand and promote your strengths.**

How does it work?



We conduct detailed interviews with a representative cross-section of senior claims specialists in the UK Market who deal with Claims TPAs.

We then compile the results into various dashboards and offer in-person presentations where we discuss performance and issues emerging to help you and your team focus on the improvements that will make the greatest difference.

Why is it important to monitor TPA service?

With a wide range of providers offering a TPA service, positioning and performance are going to be the keys to success for Claims TPA's.

The outcomes of the Report help to create efficiency, helping you to know where and when to apply resource to achieve objectives.

Key Measures & Data Evidence

for the Employer Brand Monitor:



Brand Leaders

Cross-company
comparisons of brand
performance



Choice Analysis

What is driving the
brand forward and
what is holding it back



Distinctiveness

Identifies what makes
your company stand
out to brokers



Communication

Which marketing
activities have the
highest impact on
shortlisting

Interested?

Speak to a member of the Gracechurch team to discuss your requirements. We can tailor research and advisory packages that will get the measurable results you need.

Contact us



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