

CASE STUDY

FIND OUT HOW OUR LIABILITY TEAM'S 95% QUALITY SCORE EQUATED TO SUPERIOR OUTCOMES

Gallagher Bassett partnered with this large retail chain for nearly two decades to provide quality claims management assistance.

DELIVER SUPERIOR CLAIM OUTCOMES

Gallagher Bassett took a collaborative approach to assign a mature, stable, experienced team of resolution managers to exceed this client's expectations. Our self-implemented quality audits built trust and transparency and ensured this client was constantly informed of how claims were performing and the impact of GB's team.

HOW WE APPROACHED THIS CHALLENGE



Trained and developed a dedicated team of Resolution Managers focused on quality



Introduced alternating monthly quality audits to track performance in Workers' Compensation and Liability



Constant evaluation and measurement of key file criteria important to the client's business goals



We have partnered with Gallagher Bassett for nearly 20 years, receiving quality claims and claims management assistance. As our work adapted to servicing various Risk Management members and their individual needs, Gallagher Bassett consistently provided quality resolution managers, accountability, and stewardship. The constant has always been consultative, effective solutions providing the most favorable outcomes for our business.

SENIOR VP, NATIONAL ACCOUNTS, FORTUNE 500 RETAIL COMPANY



OUR TEAM IS BACKED BY AN ARMY OF TALENT, A CULTURE WHERE SAFETY COMES FIRST, AND AN UNWAVERING DETERMINATION TO UNLOCK BETTER OUTCOMES.

We work with our clients to defend them against risk and implement high-quality and innovative risk management solutions. As outlined in our approach, GB constantly evaluated and measured the performance of our team against the client's files to ensure any opportunities for growth and change were identified and actioned promptly. This approach resulted in the following outcomes for our partner:



99% claims closed
within 60 months



Our partner scored our team
**100% for litigation management,
reserves, and resolution**



Superior outcomes secured
**by maintaining a stable team
for nearly two decades**

To find out how we can help you shape a stronger, safer future, connect with our team today.

