



Dedicated Claims Practice

Performance Plus, Inc. is a focused firm with extensive insurance industry expertise. We're passionate about helping clients improve their business and manage their risks. We employ experienced professionals, dedicated to accelerating Claims initiatives in our Claims Practice.

Insurance Industry Focused Founded in 1998 as a consulting firm aimed at helping insurance industry clients improve customer centricity and operating productivity.

Claims Practice A dedicated Claims Practice was established in 2007 to deepen our expertise and to help more clients accelerate Claims initiatives.

Specialized Services Specialized at improving client process efficiency and IT effectiveness, and metrics to measure both.

- Diagnostic Assessments
 - Functional level efficiency
 - IT Utilization
 - Structural elements
- Productivity and IT Optimization
- Supplemental Staff for projects in-flight

Expert Staff

- 70 Professionals; only three levels – Manager, Sr. Manager & Partner
- Average >20-years experience as both internal functional group managers and outside consultants
- Core skill sets include:
 - Analysts
 - Project Managers
 - Process Reengineers
 - OD Experts
- Work performed as project team or as supplemental staff

Capabilities

- Workflow & process reengineering
- IT Utilization
- Capacity measurement
- Change management
- Six Sigma/Lean
- Metric implementation
- Project management
- Customer centricity

Why PPI?

- Employ only senior professionals; staff augmentation favored
- Emphasis on short-term, practical results
- Insurance industry expertise and specialization
- Low overhead, regional focus – we're not on the Golf Channel
- Exceptional ROI: heavy expertise + low overhead = economical rates