

## Quaker Special Risk

*“PROFIT/CS didn’t just fix the problems that we had, but looked at our system and drew from experience to tell us how we could make our process better. It is rare that you can bring in someone as a service that has the level of expertise that Dave and his team at PROFIT/CS have.”*

**Banks Huntley**, Operations Manager, Quaker Special Risk

### **Business Process Analysis and Application Development**

PROFIT/CS' team of experienced consultants completed a business process analysis for Quaker Special Risk in which key business factors and management needs were identified. QSR needed to look at its environment and its processes to address immediate needs for more proficient work flow and to determine the best path to take for growth. Today, PROFIT/CS continues to work with QSR to optimize processes, build new software applications, and improve existing applications that support QSR's plans for business growth.

#### **Issues:**

- Immediate needs for a management reporting application based on key business factors.
- Growing complexity of business information demands a technology strategy that supports QSR's business goals.
- Management reporting requires capture of new information elements.

#### **Goals:**

- Identify and develop applications, reports and processes that improve workflow.
- Develop strategy to address the dynamic, growing technology needs of the company.
- Maintain staff at present level while improving their ability to capture and process increasing amounts of information

#### **Solutions:**

- Analyze and document information, processes and services.
- Identified information capture and reporting processes and tools that fulfill QSR's staff and client needs.
- Provided workflow, processing and reporting improvements that allow QSR to accomplish more with the existing staff.
- Capture and secure new business data in the existing applications.
- Develop a web-based management reporting system.
- Develop a plan that is both tactical and strategic.

#### **Value-Adds:**

- QSR's solutions address immediate needs in ways that prepare it for growth and the changes common to its business.
- Expertise to design, develop and implement complex applications, solutions and environments immediately.
- Business experience that provides knowledge of solutions' impact on technology environments and business results.

**Quaker Special Risk (QSR)** [\[www.qsr-insurance.com\]](http://www.qsr-insurance.com) has been helping insurance agents and brokers throughout the US develop unique insurance coverages for their clients since 1960, by creating special programs to fit either an insured's specific needs or a unique manuscript form as required by state and national trade associations. QSR has several classifications of businesses of coverage and its customer based spans a broad range of industries. QSR has offices prevalently located on the East coast, as well as a national region that covers the remainder of the United States and regions outside of the U.S.