

Centralisation of Administration Services

Client Need: Operating in 13 European markets, our client, as a captive operation of a global manufacturer, wished to consider centralisation of their administration services on wholesale operations. The questions were: is this possible?; Where in Europe should this be located?; What are the major issues and risks associated with this change?

Solution: Over a period of 4 months, BenchMark visited 6 market operations, conducted interviews with staff heads of department including HQ and country leaders. We visited employment agencies in selected possible locations and conducted extensive data review analysis on the business being written. Assessment also had to consider risk management controls and service relationships with dealers.

Result: We identified this would be possible, recommended a location by way of a score card analysis and provided an outline of the key issues and contingency areas. The client commenced the activity to centralise based on our recommendations.