learning and development

case checking

online testing

training management

complaints management

risk management

insight training and competence
case checking

overview

Insight supports the processes by which an organisation checks the business quality and compliance of new business through its Case Checking module. An effective case checking process is essential to any organisation that is serious about providing consistent levels of advice, protecting their brand and reputation as well as meeting FSA expectations. Insight not only streamlines this process, but ensures it checks those cases most at risk.

case creation

Cases (electronic records of the sales process) can either be manually entered into the system through a simple 'wizard' or can be imported from a Point of Sale system. Once the cases are added, they are stored in a case list from where they can be viewed and edited (permissions allowing). The case list also allows access to the full checking history for each individual case.

insight
training & competence

risk based checking

The system allows a set of Reasons for Check (RFC) rules to be created and maintained by business users. The system can therefore be quickly changed, without delay to get the appropriate IT resources, to support any changes to an organisation's risk model as a result of scheme changes or new products being introduced. These rules are run whenever a case is submitted by the adviser. If a case satisfies any of the RFC rules, the case is flagged as being suitable for a check.

A case may trigger multiple RFCs, however Insight will only trigger one check of the whole case to eliminate duplicity and re-work. Insight will also maintain statistics on any quota requirements associated with type of business and the number of checks made against them in a given 'checking period.' The cases requiring a check are then allocated out to individual checkers by the Checking manager.

Insight also support 100% checking and checking against a 'quota' for each adviser, varied by the risk profile of that adviser (e.g. 9 cases per quarter for a high risk adviser, 3 for a low risk adviser).

case checking process

The case is reviewed by one or more case checkers the number of which are determined by the business. The ability to perform the check is controlled via permissions, with each checker potentially required to have cases checked by a second person. Cases can be flagged for remedial action and an automatic task sent back to the adviser for resolution, which also gives the adviser a view of the progress of their sales pipeline.

benefits

Insight case checker has a number of key business benefits including:

- Following a risk based approach to checking, reducing the need to check every case and targeting the most important cases
- Providing documented proof of any checks that occurred
- Removing paper from the process – reducing costs and removing manual errors
- Demonstrating to the FSA the organisation is taking a complaint sales process seriously
- Providing integration to other areas of Insight to feedback development needs
- Generate MI on the root cause of business quality issues
- Identifies trends and issues with an individual, line of business or product type
- Identifies training and development needs for an individual or the organisation.