



# Specialist Services

Powering innovation through  
people and technology



# Working with over 1,000 firms in insurance, financial services and regulated markets

We accelerate access to the specialists required to deliver time sensitive, business critical strategies and projects.

We source individual leaders and subject matter experts through to project teams or entire operations of several hundred people.

Our consultants combine deep sector expertise with access to a broad network of proven specialists across;

**Beyond sourcing great people at pace, our consultants provide ongoing support to minimise disruption to our clients, working with them to ensure they address their key challenges.**



**Banking, insurance & customer operations**



**Risk, compliance & financial crime**



**Data & analytics**



**Technology & transformation**

## More than recruitment

We are part of Davies, a specialist professional services and technology business. As a group, we have more than 50 years' experience working within Insurance & Highly Regulated Markets helping our clients to manage risk, operate their core business processes, transform and grow.

Our global team of more than 9,000 employees operates across Bermuda, Canada, India, Ireland, Spain, Switzerland, the UK and US.

To further enhance the value we offer, we are also able to draw upon the wider capabilities of Davies in areas such as operating model design, learning, technology and data analytics solutions.

**>50  
years experience**

**>9,000  
Global team**

## 🔍 Search

**Powering careers in insurance, banking and highly regulated markets, we source the leaders and specialist skills you require in your team on a retained, contingent or interim basis.**



### Transformation & technology

We focus on keeping abreast of the latest trends and are constantly networking with architects, developers, project managers, cyber security specialists and business transformation professionals so you don't have to.



### Risk & compliance

With strong personal networks across the full range of disciplines including financial crime, assurance, fraud, KYC/AML, complaints, remediation, risk management and operational resilience, our risk & compliance team know which candidates are looking to move and how best to attract them.



### Claims, underwriting & broking

Our team are predominantly ex-practitioners who specialise in resourcing candidates within claims, underwriting or broking. They speak your language and fully understand your brief.



### CX & customer operations

Understanding customer behaviour, designing the right journeys, ensuring every interaction meets expectations and understanding that clients require an increasingly sophisticated range of skills.



### Data & analytics

Whether understanding consumer behaviour, assessing risk or making pricing decisions, having the skills required to derive actionable insight from data is business critical. Our experts in this field source both the actuaries and decision scientists who can model and interpret data through to the specialists with the technical skills to manage, collate and present critical information.



## OnDemand

**Powering your volume resourcing, we embed sourcing expertise in your business when you need to scale up fast to deliver time sensitive, business critical projects.**

We have deep expertise in supporting projects related to complaint handling, remediation, fraud, client onboarding, and financial crime. We ensure you have the right level of resource 'live' when you need it, even during customer demand spikes and surges across telephony, contact centre, complaints, back office, and fraud alerts, whilst ensuring that all compliance obligations are met with onboarding and IR35.

### Specialist contractors – OnDemand

- ✚ Access to a huge network of specialists
- ✚ Reduced time to source & onboard
- ✚ Delivery guarantees – roles filled by date
- ✚ Accurate, auditable contractor payment
- ✚ Peace of mind that you are compliant with:
  - IR35/ HMRC obligations
  - Screening requirements
  - Insurance/ RTW and AWR

### Permanent at scale – OnDemand

- ✚ Candidates qualified via video interviews
- ✚ Full assessment by our operational experts
- ✚ Security screening by our dedicated experts
- ✚ Reduced drop out rates
- ✚ Enhanced candidate experience



# Managed Services

**Powering change through people, automation and expertise. We source and manage specialist teams, taking responsibility for delivering entire projects and working closely with our clients to ensure success**

We deliver short term, time sensitive projects such as regulatory reviews and backlog clearance through to providing long term, fully outsourced delivery and operational resilience.

**Rapid access to our network of over 20,000 Associates**



## Specialist experience

- Financial crime & fraud
- KYC/AML/On-boarding
- Policy administration
- Complaints & remediation
- Arrears management

## How we can support you

### Design & set-up

Full process review, solution design and implementation support enabling rapid resource and technology mobilisation

### Support processes and tools

Access to our tools and processes for training, quality assurance and process automation

### Reporting and insights

Reporting, analytics and benchmarking that deliver actionable insight to power change

### Bespoke commercials

Tailored commercial agreement that links remuneration to our outputs and performance



# Trust us to represent you



## Industry Expertise

We actively hire people with experience of working in the roles that we source.



## Access to Talent

An unrivalled network enhanced by our unique Practitioner Referral programme enables us to access the very best.



## Industry Expertise

Working with us means gaining access to industry briefings, networking events and research to help keep you abreast of the latest thinking.



# Testimonials



### Major provider of dispute resolution service (energy sector)

The Davies Managed Service partnership has been revolutionary to our success and has enabled us to have a robust operational resilience, particularly in a time of focused on the energy sector. Their ability to flex their service instantly to match consumer demand has been pivotal to not only our success but the end consumer experience.

Managing Director, Consumer Experience



### Global Outsourcer

The introduction of Davies as our primary supplier of services has set our business up for success to deliver for a number of our key Clients across Retail, Asset Management and the Public sector. Not only have they met our expectations but they have gone above and beyond to provide guidance on how we can optimise our internal processes, systems and business operating models. Thank you!

COO - Shared Services



### Leading UK Building society group

Where Davies have excelled is in the provision of quality services, both through their specialist skilled people and the Managed Service wrapper to compliment that. We had a large remediation project with a regulatory deadline which Davies delivered against, both ahead of time and under budget - exceeding expectations.

Group COO



# Get in touch



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