



Surge Response

Part of Davies, the leading professional services & technology business serving insurance and highly regulated markets.



Access Flexible Workforce, Fast

Davies Surge Response provides insurers with the capability to rapidly stand-up dedicated teams of experienced insurance specialists to support surge response situations. We partner with insurance businesses that require temporary, skilled resources deployed at pace to manage increased workloads and maintain service excellence.

When Davies can help

✓ Catastrophe (CAT) Events

Major storms, floods, wildfires, hurricanes, or earthquakes triggering a large volume of property and auto claims.

✓ Run-Off or Legacy Portfolio Management

When insurers wind down old books of business and require teams for policy review, data clean-up, and claims closure activities.

✓ Overspill Claims Handling Periods

Unexpected claims influx (e.g., system migrations, product recalls, regulatory changes) exceeding internal capacity.

✓ Audit and Quality Assurance Programs

Large-scale file reviews, compliance audits, or remediation projects following regulatory findings or internal reviews.

✓ Policy Administration

Backlogs Surge in new business or renewals, or administrative backlogs requiring temporary processing teams.

✓ Contact Centre Surge Support

Customer service overload during CAT events, system outages, or product launches requiring rapid expansion of call handling capacity.

✓ Mergers, Acquisitions, or System Transitions

Temporary operational uplift to manage integration, policy migration, or claims processing.

30+

Years experience

1.2k

Partner organizations
globally

20k

Active associates

30

US offices

Case Studies

Workers Comp Audit Review for a Global Carrier – 55 Claims Auditors

A major carrier needed to review 10,000 historic workers' compensation claims under strict audit deadlines tied to a carve-out sale. Davies mobilized 55 audit specialists within three weeks, handling all onboarding and people management. The team completed the full review within three months, enabling the client to meet its audit and transaction timelines seamlessly.

Claims System Data Migration for a P&C carrier – 35 Data Migration Specialists

A large insurer faced significant data issues during a claims system migration, requiring urgent manual review of thousands of records. Davies stood up a team of specialist claims administrators within five days, managing all onboarding, training, and performance. This rapid response enabled accurate data validation and minimized operational disruption.



Take the pressure off

We guarantee the capacity and align our payment to your success

Davies provides far more than staffing, our Surge Response service ensures end-to-end support in a way that minimises the impact on your team. We take complete accountability for sourcing, onboarding, managing and offboarding our teams. Whether scaling up after a catastrophe, tackling a backlog, or delivering an audit at pace, Davies ensures a seamless, compliant, and performance driven delivery from start to finish.



What Davies Surge Response Includes

✓ Rapid, Proven Talent Deployment

We draw from our pre-vetted associate network of experienced insurance professionals who have worked successfully with Davies before—ready to mobilize at pace.

✓ Compliant Vetting & Onboarding

All regulatory and licensing checks are completed to the highest standards, including adjuster licence verification and right-to-work compliance.

✓ Time & Payroll Management

Our state-of-the-art timesheet system ensures accurate tracking, approval, and consolidated monthly invoicing—saving client time and administrative effort.

✓ Performance Accountability

We take full responsibility for associate performance, with continuous monitoring and guaranteed replacement (at no cost) if performance falls short—ensuring no disruption to service delivery.

✓ Dedicated Relationship Management

Each project is supported by a single point of contact—a dedicated project relationship manager who acts as the bridge between the client and our deployed team, handling all day-to-day people matters.

✓ Seamless Offboarding & Flexibility

Scale up or down instantly. We manage all offboarding and decommissioning activities, giving clients true “tap on, tap off” agility with zero operational strain.

Get in touch



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