

Insurance

Build your insurance administration team in India.
Give local specialists more capacity for
complex cases.



Incomplete files take time from complex cases

Claims leaders, broker operations teams and policy administrators need dependable information to assess cases and serve customers. When documents, checks and follow-up actions sit in separate queues, experienced staff reconstruct files before they can act. Organising the preparation gives them more capacity for judgement and exceptions.

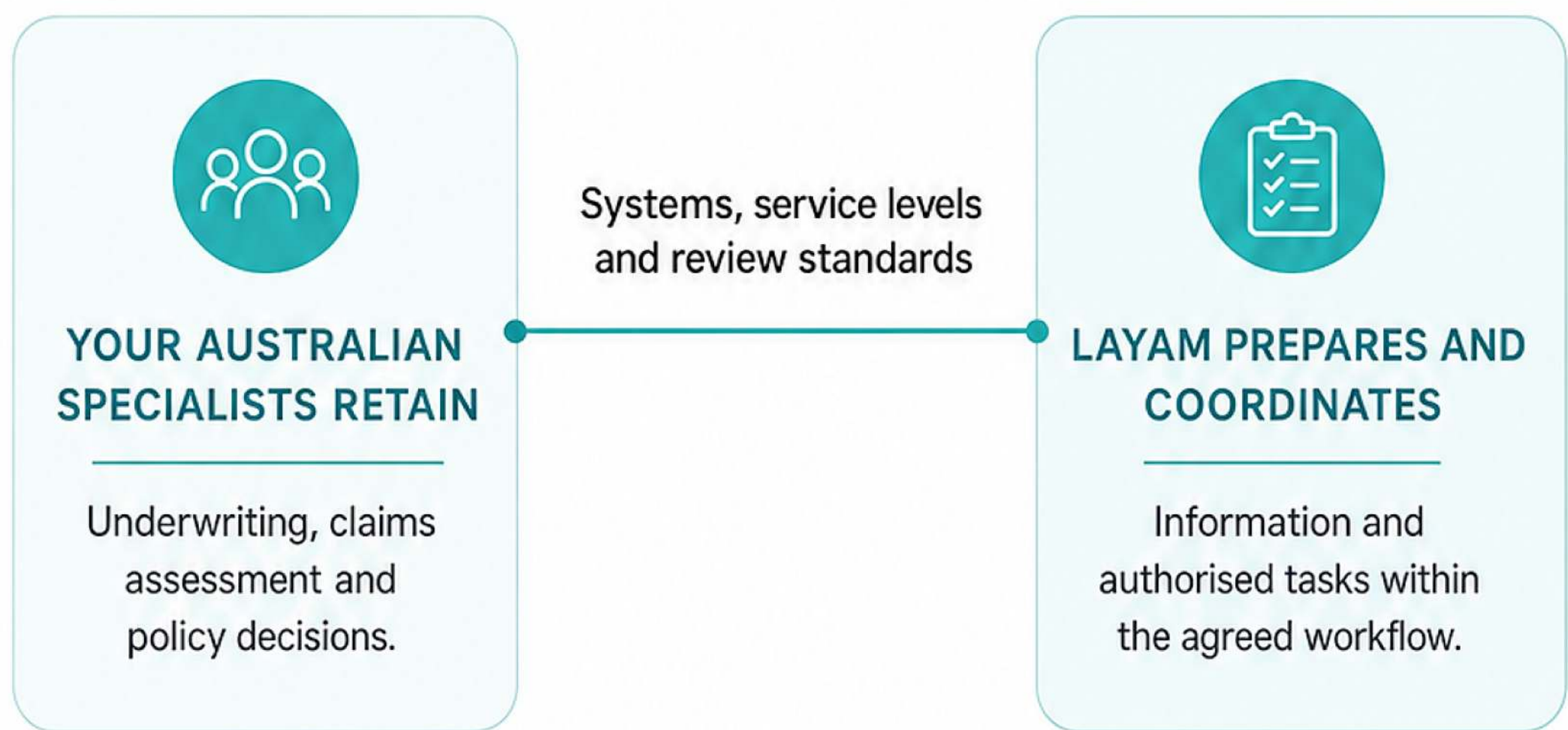
WHERE WORK BUILDS UP	BUSINESS CONSEQUENCE
Incomplete policy or claim records	Local reviewers chase evidence before assessment can progress.
Repeated entry and validation	Inconsistent records add correction work and weaken visibility.
Renewal and follow-up actions remain overdue	Teams lose sight of the next action, responsible person and deadline.

Keep case ownership and service deadlines visible

Agree task authority, role-based access, approved environments, retention, escalation and quality checks before live work. Shared queues record owners and due dates. Regular reviews address ageing cases, repeat errors and workloads requiring additional local attention.

Dedicated administration around your insurance workflow

Layam can build an India-based team for policy, claims and renewal administration. An Offshore Development Centre (ODC) can focus on these workflows; a Global Capability Centre (GCC) can support a longer-term internal capability. Managed, co-managed, build-operate-transfer and client-owned options are scoped to your governance and ownership needs.



You set the systems, service levels and review standards. The team prepares information and coordinates authorised tasks. Your Australian specialists retain underwriting, claims assessment and policy decisions.

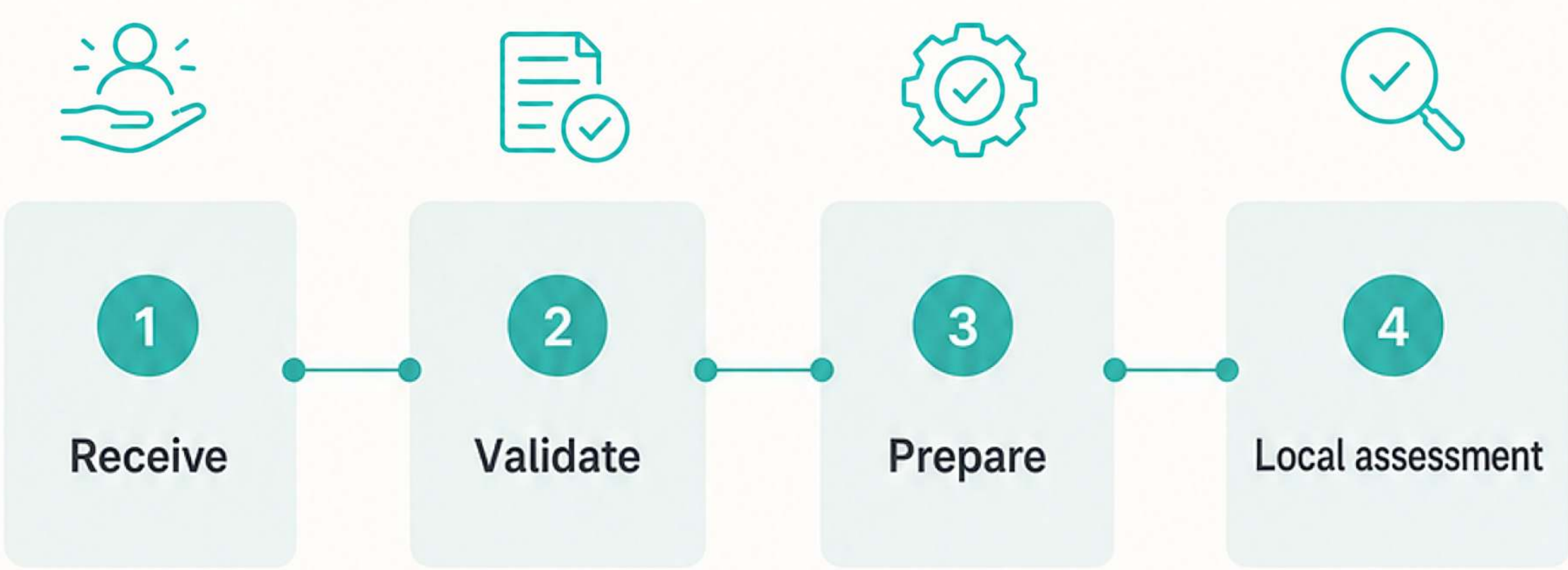
Layam supports recruitment, onboarding, training to client protocols, HR and payroll, IT setup and performance coordination. Working-hour overlap and backup coverage are documented around the client’s operation.

Policy records, claims evidence and renewal follow-through

CAPABILITY		OUTPUT FOR YOUR AUSTRALIAN TEAM
	Document processing	Indexed policy and claim files, completeness checklists and flagged gaps.
	Data validation and policy administration	Checked records, prepared changes and an exception log within approved permissions.
	Claims support	Organised evidence, action trackers and status summaries for the authorised claims owner.
	Renewals and broker administration	Due-date queues, approved document preparation and tracked follow-up actions.
	Operational reporting	Reports on backlog, overdue work, handovers and recurring errors, with named owners.

From incoming records to an actionable file

The support team indexes claim records, checks required evidence and prepares a review summary. Missing items and inconsistencies go to named owners. The Australian claims team assesses the case, and authorised status updates return to the shared queue.



Agree task authority, role-based access, approved environments, retention, escalation and quality checks before live work. Shared queues record owners and due dates.

More capacity where judgement matters

Measure file completeness and preparation time alongside the effort required for local review. Useful capacity gives specialists more time for customers and complex cases.



Better-prepared review files

First-pass completeness and administrative correction rate.



Clearer backlog control

Age of items, overdue handovers and exceptions by owner.



More local capacity for customers

Net administration time released after supervision and review.



More dependable renewal support

Agreed preparation deadlines met and follow-up records completed.

Responsibility that remains clear

Layam manages the agreed support execution and people responsibilities. Your Australian team retains underwriting authority, claims judgement, policy and coverage decisions, sensitive customer escalations, risk ownership and regulatory accountability.

Layam’s broader financial-services and business-process talent offering provides a basis for recruiting for reporting, customer-support and administration roles. Its offshore model connects team formation, training to client protocols and ongoing performance coordination. For insurance workflows, responsibilities are defined at each handover: who prepares the file, who resolves missing information and who makes the decision. This gives your leaders a clear basis for overseeing the work.