

## Client Experience

During his time in the outsource industry, Mike worked with major Lloyd's Agencies, many as clients. During this time he has led the development and implementation of outsourced activities, including management of tender processes, service level and contract review and financial and operational review. He has been involved in the implementation of a range of outsourced functions and transition management.

He has delivered Delegated Authority Management and Underwriting Support services - working with client business teams to design and promote new products, followed up with Account management ensuring delivery of client services within contracted service levels.

He has also managed finance teams responsible for insurance accounting and business planning; and a credit control team responsible for £500 million of client reinsurance debt.

Hear from the clients:

### CANOPIUS

Clive Watson (CEO) says:

"During our Reinsurance to Close process, Mike provided valuable due diligence and project management support for this major project, supporting members of the senior management team and co-ordinating the activities of bidders, legal advisers, brokers and corporate members very effectively."

Robert Law (Group FD) says:

"Mike delivered an effective review of a prospective outsourcing project, conducting TPA due diligence, contract review and service level analysis. His involvement in the project gave us the means to negotiate an effective

outsource arrangement.&rdquo;