



# HEALTH INSURANCE CASE STUDY

## Subrogation

### Program Objectives:

- Absorb growth in the current operations
- Move the needle on employee engagement
- Improve output per FTE
- Reduce labor cost by 5%

### Results:



#### Increase Throughput

- Increased efficiency by 17% after 20 weeks
- Increased productivity by 21% after 20 weeks



#### Culture Improvement

- Engagement scores increased from 3.35 to 3.44
- Improvement driven by an increased focus on team communication & individual development



#### Increase Output per FTE

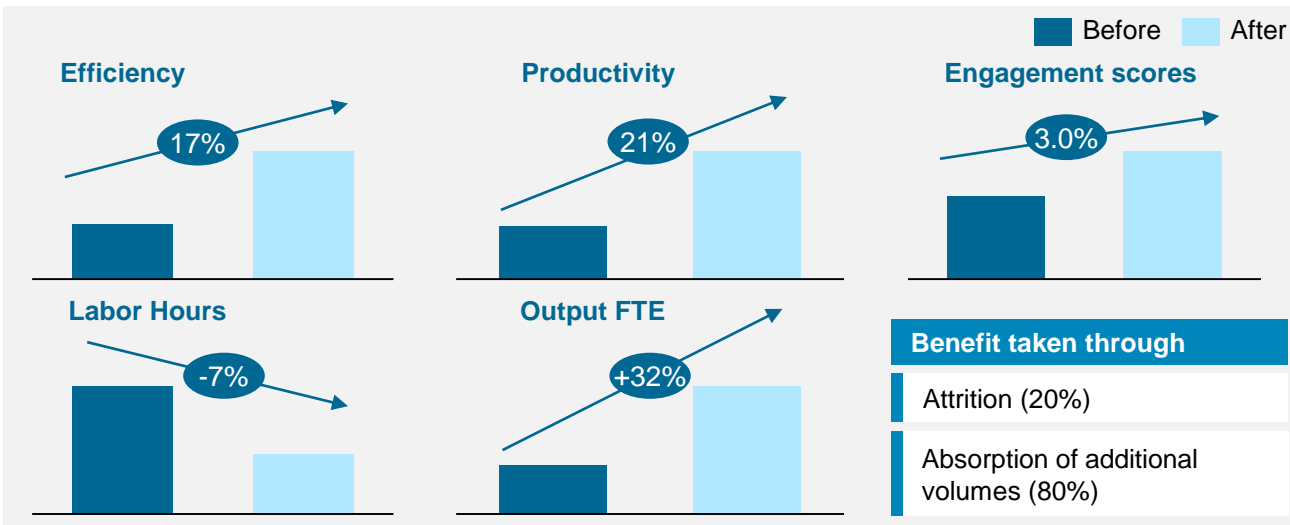
- 32% Improvement in Output per FTE



#### Labor Cost Reduction

- 7% reduction in labor hours used to process growing amount of work
- Achieved through generating excess capacity and not backfilling attrition

### The realization of benefits



“  
 Enlighten shed light on the type of activities my team completes and the different ways in which they are completed. We have been able to utilize quicker, more efficient methods for completing the same tasks.  
 ”  
**Manager**

“  
 I tried tracking my own productivity but Enlighten now does it for me. I like clocking in every morning and checking my metrics for the prior day so I can try and beat them. Being able to see my metrics over time is a big motivator to constantly improve  
 ”  
**Team Member Manager**