



# Ascend Broking Group

Business Insurance Solutions

## CASE STUDY

### Specialist worldwide marine control & automation systems design & installation requires local service

A leading design, build and testing to marine and land-based sectors required an innovative and local approach to the management of their insurance arrangements.

Due to the specialist nature of the type of work our client undertakes and the miles their fleet of service engineers covers, they required a fresh approach to the market selection and management of their insurance policies.

Due to our expertise in the marine sector we quickly demonstrated our understanding of their business and were appointed immediately to conclude renewal.

#### KEY BUSINESS ACHIEVEMENTS

COMPLETE  
MANAGEMENT  
OF THE TENDER  
PROCESS

TRANSFER OF  
THE EXISTING  
POLICIES

PROVIDED  
COMPETITIVE  
TENSION IN THE  
MARKET

TURNOVER  
£10M &  
GROWING



#### ADVICE-DRIVEN SOLUTION

£10M  
TURNOVER



EXPERTISE IN A  
SPECIALIST  
MARKET SECTOR



MANAGEMENT OF ALL  
**INSURANCE POLICIES** AND  
A FREE **TECHNICAL REVIEW**

#### THE PROBLEM

Poor service level and advice from incumbent broker meant that the MD of the business was involved in insurance matters. We discovered:

- ▶ Poor service levels
- ▶ No advice-driven service
- ▶ No local presence
- ▶ Incorrect approach to the market

#### THE SOLUTION

Immediate mid-term appointment of Ascend to enable us to take control of the existing policies and conduct a thorough review.

The process was as follows:

- ▶ Face-to-face appointment to learn about the business
- ▶ Prepare a 20-page fact-find
- ▶ Presentation to existing insurers
- ▶ Selected review of other insurers
- ▶ Provided a renewal report with market review and recommendation
- ▶ Nominated a dedicated servicing team

We have moved quickly to solve the service issue and correct the market understanding of all the insureds activities.

- ▶ Long-term solution provided

Contact the award-winning specialists

[www.ascendbroking.co.uk](http://www.ascendbroking.co.uk) 01245 449 060

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Chartered  
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