



Global  
solutions.  
**Local  
expertise.**

# Sedgwick UK

## resource solutions

*Every day, employers just like you are tasked with the challenge of meeting their organisation's business goals, while tending to the needs of their employees. However, when you don't have enough staff to manage the workload effectively, it's hard on everyone. Sedgwick is here to help you resolve those resource challenges.*

### **A solution built for what you need, where and when you need it most**

We're increasingly seeing our clients struggle for short periods of time from not having enough trained staff to provide the right level of service required. This problem can arise from a number of circumstances:

- During periods of growth
- Through natural attrition
- Over short- and medium-term absences
- Following surge conditions

Each of these issues has the potential to cause service strain in an organisation. Additionally, onboarding and fast-tracking the hiring and training of temporary employees can come with its own set of challenges.

Sedgwick's dedicated resource solutions team puts our experts to work – in your business, under your direction and on your systems.

### **How it works**

Whilst you're taking the time you need to find the right permanent colleague to join you, we can fill the gap with our interim resource so that you don't have any downturn in service.

Our specialists will provide additional resource support for your short- or long-term needs – whether that's a week, a month, or longer. All this is made possible through our flexible working model which supports both home- and office-based working. And with incidentals such as accommodation and travel no longer being relevant, Sedgwick can keep our fees competitive.

Overseeing the team is our resource manager, Adam Baylis. Adam specialises in claims management and loss adjusting and has a long history in talent acquisition. Under his leadership is a dedicated team of claims technicians, each of whom brings a wealth of experience in their chosen field, from motor and property claims to home emergency to liability.

### **What to expect**

What you can expect from every member of the resource solutions team is a dedication to exceptional customer care, a full understanding of the claims journey, and the capacity and capability to be there for your business for as long as they're needed.

If you're experiencing or anticipating a resource shortfall, we invite you to contact Adam. He can help determine and place the most suitable colleague – an expert who can seamlessly and skillfully support your business, whenever and wherever you need them.

### **Adam Baylis**

*Head of resource solutions*

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## Client testimonials

*"The Sedgwick team integrated with ours swiftly and seamlessly at a critical time and played a really important role in helping us to deliver for our customers. Their energy, flexibility and delivery, teamed with our shared values and customer focus, proved extremely effective. We would not hesitate in recommending Sedgwick to others."*

- Hiscox

*"Sedgwick's process of setting up this service in a short amount of time – everything from DPIAs and IS due diligence, to agreeing to SLAs and a new contract – has been delivered well."*

- Markerstudy

*"Towards the end of 2021, we experienced a short-term challenge with securing appropriately skilled in-house claims handlers for our customers' legal expense claims. Sedgwick swiftly provided additional experienced claims handlers, who have helped us continue to deliver the high standard of customer claims service for which we're known."*

- ARAG





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