



Case Study - Royal & SunAlliance Interims

An interim solution

Royal & SunAlliance is one of the world's leading multinational insurance groups, employing around 26,000 people in 34 countries. The group's focus is on commercial and personal general insurance. Strategically, the group has decided to focus on a smaller number of markets, where they have a strong position and a sustainable competitive advantage. This strategy has brought about some considerable change within the organisation, and significantly has included the sale of some of their business streams.

With much change underway, as well as business as usual communications to support, there was a desire to gain interim support whilst the permanent team was being recruited.

HarknessKennett were asked to support Royal & SunAlliance by providing an Interim Communication Manager. Through provision of the interim manager we were able to help Royal & SunAlliance to maintain professional communications support to the Group's project and business teams.

The interim was able to hit the ground running and be involved in a wide range of communication activities. In addition, they were also able to start the process of building better relationships with colleagues in HR to establish stronger working links and co-ordination between the two areas.

"With an environment of continuously evolving business needs, it was really important to have experienced support.

I've been impressed at how quickly and efficiently our HarknessKennett interim support has been able to assimilate into the team and deliver. They are more than just an extra pair of hands – they have the advantage of bringing some real best practice experience to the role."

*Jonathon Scott
Group Head of Internal Communications
Royal & SunAlliance*