



# Laya Healthcare

*Working with a Dedicated Local Resource Partner*

## About Laya Healthcare

Laya Healthcare is the second largest provider of private health insurance in Ireland with over half a million members. With a dedicated and passionate team of over 450 people, their sole focus is *Looking After You Always*. In 2015, Laya Healthcare proudly became part of AIG, one of the strongest insurance organisations in the world with over 90 million customers in 100 countries and jurisdictions. In recent years they've expanded their offering into life insurance and offer members a range of services including Laya Health & Wellbeing Clinics, Heartbeat Cardiac Screening, 24/7 access to a GP and more.

## Project Highlights

LAYA HEALTHCARE

Customer

BUSINESS RESOURCING

Service

TEAM AUGMENTATION

Solution

INSURANCE

Industry

IRELAND

Country

## CHALLENGES

When your business begins to grow, it can be difficult to juggle everything in-house. Laya Healthcare was finding that resourcing critical business functions were pulling focus from developing their primary service offering and inhibiting their growth opportunities. They needed something scalable and hassle-free, but reliable and aligned with the company's needs and methods.

Team augmentation allows organisations the time and resources necessary to focus on other aspects of the company, while still providing customers with the high-quality service they expect from the business. The combination of working with subject matter experts and an Account Manager ensured an efficient approach was taken to ensure Laya Healthcare's requirements were delivered within the agreed timeframe and budget.

## THE SOLUTION

Starting a new project, you need to find employees with the right skills and this is where Aspira comes in. As a project management-led organisation, Aspira has put in place and refined a methodology that ensures we can quickly provide Laya Healthcare with the right people. We have the expertise to ensure that the project resources we assign have undergone a rigorous process that ensures they have the right level of subject matter expertise to meet requirements.

At every step along the way, Aspira ensures that Laya Healthcare's needs are clearly understood. The Account Manager is focused on ensuring the best resources for the project needs, as well as staying aware of any required changes and adopting to be flexible in delivering a consistent and relevant service.

*"Laya Healthcare has a strong strategic partnership with Aspira over the past 10 years. They always provide engaging, knowledgeable and dependable project and technical professionals who consistently deliver on our business requirements."*

John Paul O'Leary, IT Operations Manager, Laya Healthcare

## DELIVERY

Aspira have full-time resources working on-site with Laya Healthcare in Cork, including an Account Manager who works closely with the business to ensure any resource gaps and technical or developer skills requirements are identified early, thus reducing any project delays through lack of suitable resources. Should a project finish, Aspira will always look to redeploy resources elsewhere, whilst retaining the option to allow Laya to recall our resources as and when they are needed.



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## About Aspira

With 15 years of experience, Aspira is a dynamic, fast-growing international consulting and technology company, founded on real-world experience, and focused on custom-fit solutions. We have the people and proven expertise to complete complex projects while delivering lasting knowledge transfer benefits to empower our clients for the next challenge. Working across sectors both public and private, from utilities and energy to banking and pharma, our key focus is to give the authentic guidance companies need to realise their potential. From Advisory And Project Management Training To Resourcing, Business Applications, Software Development, And IT Services. We Take Ownership. We Lead.

## Skill Sets

### PROJECT MANAGEMENT

Agile Project Managers

### SOFTWARE DEVELOPMENT

RPA Developers

### SECURITY SYSTEM

Team Lead | Administrators

### INTERN PROGRAM

Graduates

### TECHNOLOGY RESOURCING

Testers

## DELIVERY

This Resource Partner solution differentiates Aspira from agency-provided staff, in that our project management and business analysis experience always focuses on supporting the key business objectives of Laya Healthcare. We do not see the service as providing single resources against job specifications, but more importantly the reassurance of ongoing project resource support.

Our resources are quickly and effectively assimilated into Laya Healthcare Teams primarily due to their suitability and Aspira's strong emphasis on cultural fit. In fact, most resources are continuously rolled off one project and onto another with good longevity in engagements which is mutually beneficial to Laya and the resource.



## SUMMARY

The success of any business is dependent on how a company treats its customers and how its customers trust their services. And, the key to Aspira's successful partnership with Laya Healthcare lies in that trust developed over many years of working together. Aspira continues to innovate and grow the relationship by maximising business performance with the right resources.

*"We are delighted with the level of service from Aspira securing the right resources in a very competitive hiring environment. Aspira demonstrated excellent knowledge of the market dynamics, our own organisational culture, understanding the brief, and sourcing a variety of qualified candidates within the project management and technology space."*

Colin Keane, Test and RPA Manager, Laya Healthcare

Looking for Business or Technology Resourcing? Speak to a member of our Resourcing Team today at [Sales@Aspira.ie](mailto:Sales@Aspira.ie)



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