

A leading property and casualty insurer company improves customer satisfaction

Challenge

The client is the twelfth largest property and casualty insurer in Americas with over 125 offices located in 25 countries. It faced the following challenges

- Multiple services/ LOBs across professional, property, accident, health, bonds, industry solutions – difficult to manage with increasing customer base
- Automate customer handling
- Provide end-to-end managed services

Solution

Servion designed and implemented a unified multi-site centralized call processing solution that included:

- A self-service application
- CTI integration with the client's CRM
- N:N redundancy
- 24x7 managed services based on ITIL framework

Results

As a result of the unified solution implemented

- 65% calls handled by self-service
- Completely modular applications
- 10X scale in capacity and geo distribution
- System uptime >99.7%

