

CASE STUDY | BFSI

# 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

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- Automate customer handling

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- 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

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- N:N redundancy

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- 24x7 managed services based on ITIL framework

## Results

As a result of the unified solution implemented

- 65% calls handled by self-service

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- Completely modular applications

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- 10X scale in capacity and geo distribution

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- System uptime >99.7%