

## FINANCIAL SERVICES SECTOR OPERATIONS EFFICIENCY



The client is the world's largest independent provider of claims management solutions to the risk management and insurance industry with an expansive network serving clients in more than 60 countries. The claims intake and administration unit sought to reduce per-unit costs and their ability to handle call volume during peaks, while raising service levels.

### HOW WE MADE IT HAPPEN:

- Installed live KPI dashboards that measured and controlled:
  - Call quality
  - Agent productivity including average handling time and after call work
  - Average speed of answer
  - Queue length and abandonment rates
- Implemented planned overflow to achieve better service level results and consistency
- Restructured the intake teams which allowed agents to handle both inbound calls and claims at optimal levels
- Collapsed three separate support roles into one leadership and supervisory role which improved overhead costs, as well as drove stronger accountability levels
- Improved agent occupancy levels by over 10% from the pre-project baseline period
- Trained an internal 'Lean Team' to ensure that the program was sustained and improved after the project end
- Conducted a strategic analysis of the business unit and presented a 10-year roadmap that outlined strategy and key transition requirements as the industry moves to electronic first notice of loss
- Designed resource planning tools to estimate future stand levels based on forecasted work volumes

# \$600K

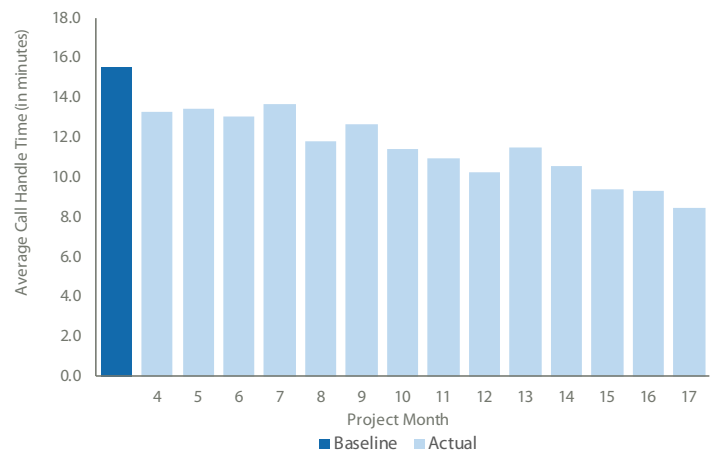
## EBITDA IMPROVEMENTS



### RESULTS:

The Claims.Alert division experienced a 7% reduction in the cost-per-call and cost-per-claim as a direct result of the engagement. The engagement break-even was achieved 20 weeks in advance of the plan, and the engagement did not rely on any IT system enhancements or capital investments. Service levels, speed, and agent satisfaction metrics also improved.

### 45% Decrease in Call Handling Time



We are here to Make It Happen™.

Contact us for a complimentary assessment to help solve your complex business issues at [info@trindent.com](mailto:info@trindent.com).