Case study

Elevating claims management through innovative customer journey

Client profile

The client is a global insurance and asset management company that has a workforce of over 100,000 employees and serves over 100 million customers across nearly 70 countries.

Industry

Insurance

Footprint

The partnership with TP began in 2017 with a small team of 20 individuals, focusing on back-office tasks for brokers. Over time, the scope expanded to cover claims handling for auto and home insurance through various sales channels in two countries.

In 2018, one country had a team of 30 agents managing motor and home insurance claims. The team grew to 150 agents, incorporating work-from-home and hybrid models, enhancing training programs, and using analytics, automation, and AI tools to streamline claim processing and enhance customer satisfaction.

Operational overview

SUPPORT CHANNELS
Phone and back office

LOBS:
Home and automotive

HEADCOUNT
250

Business challenges

Operational expansions for both countries mean additional challenges that must be overcome to maintain high-quality services and continuous growth.

RECRUITMENT AND RETENTION: Attracting and retaining skilled agents proficient in managing intricate and technical insurance scenarios to ensure seamless handling of client cases

VOLUME SPIKES: Effective handling of surges in claims, particularly during periods of environmental or societal upheaval, necessitate swift and efficient processing to meet customer demands

C-SAT IMPROVEMENTS: Enhancing customer satisfaction (C-SAT) and fostering loyalty through the delivery of consistent, top-tier service across various channels and sales representatives, thereby strengthening relationships and brand affinity

COST REDUCTION: Optimizing the claims management process and reducing operating and loss costs

The solution

TP's digital claims management solution leverages experience, tools, and technology to oversee the entire claims process.

INTERNAL RECRUITMENT TOOL

TP developed an internal recruiting tool that identifies the specific soft skills needed for claims management, such as analytical thinking, problem-solving, and empathy.

A perfect match model to find the right candidates based on their profile and tests was also used.

PROCESS OPTIMIZATION

TP reorganized the training process, making it smoother and more progressive for the agents. It started with simple typologies of claims and then complexity was gradually added.

Different tools and solutions to support the agents in their learning process were also used.

ENHANCED ONBOARDING

TP reduced the learning curve period from 12 to six months by providing a high-management ratio for the first weeks of production and creating a team of experts who are dedicated to monitor, coach, and support the agents in their continuous improvement and skills development.

PEAK MANAGEMENT

The client restructured to prioritize peak periods, mostly in June, aligning with climate-related spikes. It optimized production by cutting non-essential tasks and meetings.

A specialized team was formed to swiftly shift from back-office duties to claims management during emergencies. Regular training ensured their proficiency in handling peak volumes.

Real results

TP's commitment to excellence shone through the agents' expertise, surpassing technical standards and elevating customer satisfaction to new levels.

By effectively managing peak volumes and improving flexibility in resource allocation, the challenges were overcome swiftly and efficiently, guaranteeing uninterrupted service delivery.

Operations

9+ IMPROVEMENT IN C-SAT

The client's C-SAT score increased from about seven to over nine reflecting the positive impact of the implemented tools, training, and organizational changes.

ATTRITION RATE

The attrition rate of agents, a critical point for the client, was reduced through the introduction of a new recruitment, training, and onboarding model.

The learning curve period was also reduced from 12 to six months.

Business

Efficient claims management leading to cost savings directly impacting the bottom line

Cost-effectivity contributing to financial savings

Efficient volume management contributing to cost savings and ensuring balance in results

---

4K claims settlements per month for motor insurance with 70% below €3K

1K claims settlements per month for home insurance with 70% below €3K

Monthly operational scope vending:

7k REGISTRATIONS

40k FRONT-OFFICE OPERATIONS

37k BACK-OFFICE OPERATIONS

Setting the standard for industry collaboration

The TP-client partnership showcases a strong and cooperative alliance that goes beyond typical vendor-client relationships. With TP's comprehensive claims management process, from inception to resolution, and its dedication to excellence, trust became a foundation for mutual success. This trust has fostered an environment of co-creation, enabling the development and testing of innovative solutions. Looking ahead, this groundbreaking partnership built on shared vision and unwavering dedication will pave the way for continuous improvement and success.

Unpredictable world.
Predictable claims management.

We've got you covered. It's an unpredictable world. Especially in claims management. Whatever the world throws at you, we provide end-to-end claims management that delivers quality, with flexibility guaranteed. Subject-matter expertise, fool-proof training, service at scale, and peak management, supported by our global footprint, layered technology, AI, and processes. We also provide data so you can look ahead to tomorrow. Delivering predictable claims management, in an unpredictable world. TP frees you to transform to meet the demands of the future.

Contact us to learn how we can help you stand out in the insurance industry today