

Gain a Competitive Advantage In Today's Rapidly Changing Homeowner's and Property Insurance Market

In the wake of this changing environment, the already complex Homeowner and Property Insurance sector is experiencing disruption of on-site inspections, adjustments, payments, and claims. As consumers turn to digital and technological solutions, Insurance carriers are now expected to provide faster transactions, lower rates, and digital damage assessments.

What the Insurance Sector Needs

To compete with early InsurTech adopters, reduce losses, and enhance customer experiences, insurance companies must embrace advanced technologies.

Artificial Intelligence (AI):

Improve turnaround times and prepare more efficient billing, reports, and evaluations; identify, assess, and monitor fraudulent claims of property damage to enhance fraud prevention

Predictive Analytics:

Use massive amounts of data to predict consumer and market behavior, identify the risk of fraud, enhance risk management, determine potential property markets, anticipate trends, and customize insurance policies that homeowners want

Robotic Process Automation (RPA):

Reduce repetitive workflows, lower underwriting costs, and increase efficiencies in claims processing by handling extensive data and multiple documents

Internet of Things:

Utilize data-driven insights to make quick decisions regarding damage and casualty claims

Chatbots:

Assists in claims and payment processing, consumer awareness, and feedback

Remote Imaging:

Satellite imaging to evaluate land in lieu of on-site evaluations and estimate property damage for areas that cannot be accessed immediately, such as locations affected by natural disasters



High-Tech, High-Touch Solutions that Drive Results

At Teleperformance, we combine our consulting expertise in the Insurance industry with advanced technologies to deliver truly high-tech, high-touch solutions.



Our Solutions

- Payments Processing
- Account Maintenance and Servicing
- Fraud Detection
- Product and Customer Support
- Consulting
- Collections Services



Our Service Capabilities

- Custom solutions based on deep industry experience
- Agile and flexible solutions to easily scale up or down as business needs change
- Dedicated support across the development and deployment lifecycle
- Technology, Analytics, and Process Excellence (T.A.P.™) methodology
- Lean Six Sigma operational excellence
- Smartshoring options, including TP Cloud CampusProprietary technology tools



Our Global Presence

- Over 40 years of consulting experience
- We operate in 80 countries
- Over 330,000 employees serving all industries around the world
- Serving more than 170 markets in 80 countries



**"Simpler.
Faster.
Safer."**

Using Robotic Process Automation to Reduce Time Spent by Agents

By implementing an RPA-powered solution, a leading insurance company in Colombia, serving more than 3.5 million users, gained new process efficiencies by automating the reading and transcription of information.

70% work reduction for the service agents

40-second reduction for each processing case

82+

NPS achieved

Up to

30%

reduction in time-to-decision and process payments

42%

reduction in delayed payments

22%

reduction in Servicing a Loan Customer complaints

98%

reduction in delinquency

20+

years of payment solution experience

Offer a simpler, safer, faster, and more cost-efficient Smartshoring options, including TP Cloud Campus in this increasingly digital and data-driven landscape. competition.

