Case study

Elevating
claims management
through innovation

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

Support channels

Phone, back office

LoBs:

Home, automotive

Operational overview

Footprint

The partnership with Teleperformance 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 auto and home insurance through various sales channels in two countries.

In 2018, one country had a team of 30 customer experts managing motor and home insurance claims. The team grew to 150, 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.

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 customer experts proficient in managing intricate and technical insurance scenarios to ensure seamless and empathetic case resolution.

- **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, compassionate service across various channels and sales representatives, thereby strengthening relationships and brand affinity.

- **Cost reduction:** Optimizing the claims management process and reducing loses.

The solution

Teleperformance's digital claims management solution leverages extensive experience and cutting-edge technology to oversee the entire claims process with efficiency and empathy. This innovative approach not only optimizes operations but also empowers clients and their support experts to deliver exceptional experiences.

Precision in candidate matching

Teleperformance uses a perfect match model to find the right candidates based on their profiles and tests. This ensures that the team is well-equipped to handle the nuances of claims management with precision, care, and compassion.

Process optimization

Teleperformance has reorganized the training process to make it smoother and more progressive for its experts. Training begins with simple typologies of claims and complexity is gradually added. Various tools and solutions support experts throughout their learning journey, enhancing their capabilities and confidence.

Enhanced onboarding

The enhanced onboarding process has reduced the learning curve period to six months. This was achieved by providing a high-management ratio during the first weeks of production and creating a team of dedicated experts to monitor, coach, and support new employees in their continuous improvement and skills development.

Peak management

To effectively handle peak periods, mostly in June due to climate-related spikes, the client restructured operations. Non-essential tasks and meetings were cut to optimize production. A specialized team was formed to swiftly shift from back-office duties to claims management during emergencies. Regular training ensures their proficiency in handling peak volumes efficiently.

By adopting Teleperformance's digital claims management solution, clients can rest assured that their claims processes are in capable hands, leading to enhanced customer satisfaction and operational efficiency.

Inspired to be *the best* ™ | **Teleperformance**

Real results

Teleperformance's commitment to excellence shown through the experts' expertise, surpassing technical standards, ensuring empathetic support, 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.

Operation

9+ point 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 and learning curve reduced

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 cut in half, reduced from twelve to six months.

Business

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

4K	claims settlements per month for motor insurance with 70% below €3K*
1K	claims settlements per month for home insurance with 70% below €3K*

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

Monthly operational scope vending:

7k	**40,000**	**37,000**
cases registered	front-office actions executed	back-office functions managed

Setting the standard for industry collaboration

The Teleperformance-client partnership showcases a strong and cooperative alliance that goes beyond typical vendor-client relationships. With Teleperformance'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.