

HOW CAN WE HELP BOOST PRODUCTIVITY AND CUT OPERATING COSTS WITH

OPX?

Insurance providers are struggling with:



Cost of Capital



Improving productivity



Rising year on year
operating costs

Increase productivity and jump-start your growth:



Operational Excellence -

Improve
processes &
productivity



Quality Control -

Improve quality,
reduce operational
risk and customer
complaints



Business

Transformation -
Support your Digital
Transformation
Programme (RPA,
analytics etc)



Costs - Reduce
operating costs
and improve
cost ratios

How can our OPX Back Office Workforce Optimisation Solution help?

- ✓ Real-time management of work and staff
- ✓ Performance and utilisation
- ✓ Proactive SLA management (reports & dashboards)
- ✓ Quality analysis and mentoring
- ✓ Automation and Orchestration
- ✓ Skills based and prioritised work allocation

HCL - BPO in Insurance Case Study

What were their challenges?



Broken workflows causing customer dissatisfaction



Required integration with multiple current and future platforms



Drawn out customer journey

What does OPX deliver for them?

- Ability to sit over new and existing systems
- Holistic view of transactions processed
- Faster processing reduced customer complaints
- Optimise people in terms of numbers and skill sets
- **15% increase** in policies processed
- **22% increase** in transactions
- **16% reduction** in operational costs
- **70% reduction** in complaints pipeline

ReAssure - Administration Life & Pensions Case Study

What were their challenges?



Staff 'cherry picking' work



Difficulty transferring & recording workflows across multiple sites



Difficulty managing SLAs

What does OPX deliver for them?

- 'Get next' feature to avoid cherry picking work
- Report on daily operations, people, processes and technology
- Manage resources across multiple geographical sites
- **15% increase** in transactions
- **50% reduction** in propensity to call costs
- **15% reduction** in operating costs
- **12% reduction** in telephone costs