

CASE STUDY:

Boosting Insurance Operations: Nexa's Swift Solutions

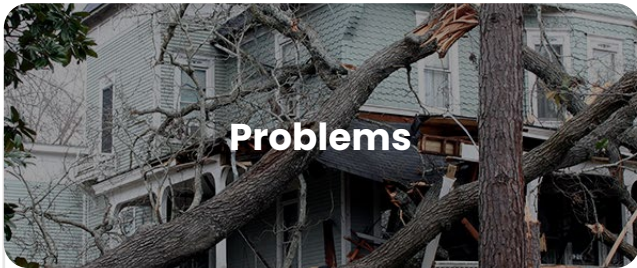
Industry: Insurance

Client Name: West Point Underwriters



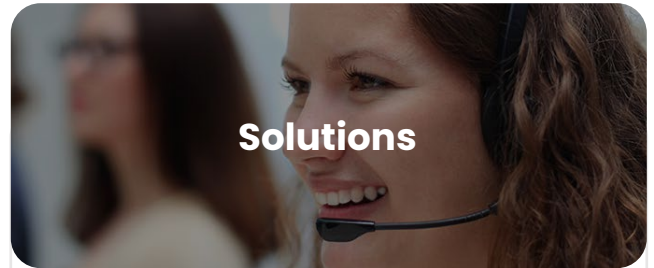
About Our Customer

West Point Underwriters, a Florida-based insurance organization, faced challenges during hurricane seasons due to inadequate provider support. Nexa stepped in, improving call handling and operations while swiftly ramping up claims intake services. In addition to these efforts, Nexa implemented proactive measures like setting up landing pages to manage phone traffic and providing essential local support information during weather events. This comprehensive approach ensured not only efficient service but also demonstrated a commitment to community welfare during crises.



Problems

- Bandwidth limitations
- Inadequate storm event coverage
- Slow response during peak times
- Overloaded internal call center
- Difficulty in ramping up services quickly
- Dependence on local providers



Solutions

- Increase in resources through outsourcing
- 24/7, 365 coverage during heightened periods
- Calls answered within 3 rings
- Outbound calling to increase sales
- Accelerated support for quick scaling
- Unlimited support by nearshore partners

Results

4 seconds

Average wait time

7.28 minutes

Average Handle Time

413

Calls Handled

3 rings

Calls Answered In 3 Rings Or Less

25%

Of Calls Answered Are Leads

* September 2023