

COST REDUCTION THROUGH OUTSOURCING AT A WORLD-LEADING INSURANCE COMPANY

OUTSOURCING OF BACKOFFICE TASKS ACCELERATES PROCESSING AND SAVES COSTS AT THE SAME TIME



Challenge

20.000

Cases processed end-to-end monthly



Solution

Outsourcing to SPS with an average of 5 FTE

Benefit

15-20%

Cost advantage in addition to higher flexibility during work peaks

SPS employees have been processing insurance data for the company since 2015. Initially designed to help reduce backlogs and provide peak coverage, the project has evolved into a close partnership in which SPS employees complete up to 20,000 cases each month, while complying with the data protection and data security regulations that are particularly strict in the insurance industry.

Even success can cause problems. If employees find it difficult to complete their tasks within their working hours, the situation becomes critical. This is exactly what happened with an insurance company in 2015. Despite considerable overtime, a processing backlog had built up in various lines of the composite insurer's business that could not be handled by the existing workforce. When the works council ordered the reduction of overtime, the agreed SLAs could no longer be met.

Outsourcing of cases instead of new employees

Since SPS had already proven itself as a reliable service provider for the company a few years earlier, the document management experts were approached in order to eliminate the backlog as quickly as possible and to benefit from the financial advantages of outsourcing.

First, volumes and costs were assigned according to process times for each individual process, the personnel requirements evaluated and the training requirements determined. This was followed by a cost calculation for the various backoffice cases, for which high quality processing but no comprehensive insurance-specific detailed knowledge is required.

SPS was commissioned to provide a team that would reduce the backlog and later relieve the company's employees so that they can concentrate on their core tasks.

Costs only occur for services rendered; if the number of cases decreases, the expenses decrease. Company provisions or holiday and sick leave provisions are not necessary, which offers balance sheet advantages.

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SPS is a reliable partner who delivers high quality, keeps promises and proactively informs of emerging bottlenecks. This is indispensable for our top customer service.

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– Managing Director Service Center

A wide range of backoffice tasks – implemented at high quality

With the exception of health insurance, SPS employees work in all divisions and are responsible for contract changes, termination processing, application entry and reactivation as well as inventory entry for supplementary insurances.

Incoming documents, if not received via the website or informally by e-mail, are digitized in the company’s mailroom and stored in the collective inbox, which is accessible by everyone. If, for example, a policyholder wishes to change his address, this is saved in the “Change of address” mailbox processed by SPS.

In times of identity theft, this simple task must be carried out very carefully. Address data and legitimation are checked, i.e. compared with stored data. Max Müller is present in the system many times over – errors can easily occur. Therefore, comprehensive quality assurance is carried out even before the data is recorded. Only then are changes saved in the master data system. Similarly, electronic changes made by the customer in self-service via the web portal are only transferred to the system after validation. But these changes do not go live immediately. In accordance with the principle of dual control, a further check is carried out by the SPS quality assurance before the change is released.

For master data processing insurance experts are not needed, but

qualified team members interpret sometimes adventurous hand-writing correctly and take further information from the incoming documents. In case of questions or special requests, they will be forwarded to the insurance company’s support team, who will contact the customer.

Mature processes and trained employees not only ensure that data protection is adhered to; the regulatory requirements in insurance law even go beyond the GDPR. Security requirements are even more than fulfilled by SPS. Direct access to the customer system occurs exclusively via a secure VPN connection from the Waltershausen location.

Foreseeable bottlenecks such as vacation, work peaks at the end of the quarter or year or changes in legislation are addressed by SPS in advance. If there are unplanned load peaks due to illnesses or unexpected activities occur at the various insurance portals that can not be intercepted directly, the customer is immediately informed about the situation.

If a backlog can be expected, an action plan is created – depending on the availability of the IT systems and the current cost situation – in order to get the problem under control as fast as possible. This ensures that SLAs are met even in critical phases and that customers receive the best possible service.



About the customer

The customer is one of the world’s top players in the insurance industry and is particularly convincing in the German market as an attractive multiline provider.

