



## Case Study Information

A US-based premier provider of medical record retrieval that offers insurance companies the fastest record retrieval service in the industry. Using professionally trained Jo'burg-based call centre agents, the company have set the standard for responsive and accelerated time service, innovative systems, customer service and value based pricing. In so doing, they have revolutionized how the Life, Disability, Long Term Care and Health Insurance industry orders, tracks and receives necessary requirements.

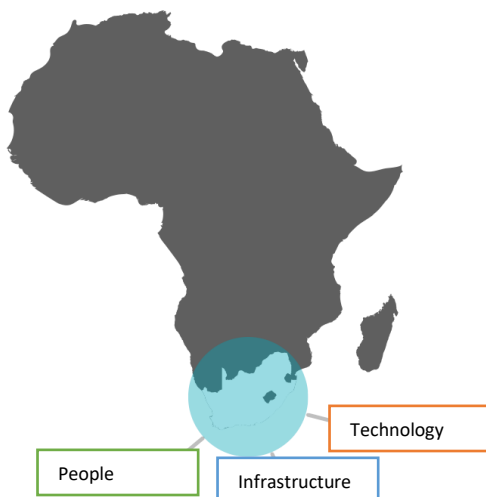
Tel: +27 (0) 11 019 0290  
Fax: +27 (0) 86 677 7994

257 Beyers Naude Drive  
Blackheath  
Cresta  
South Africa

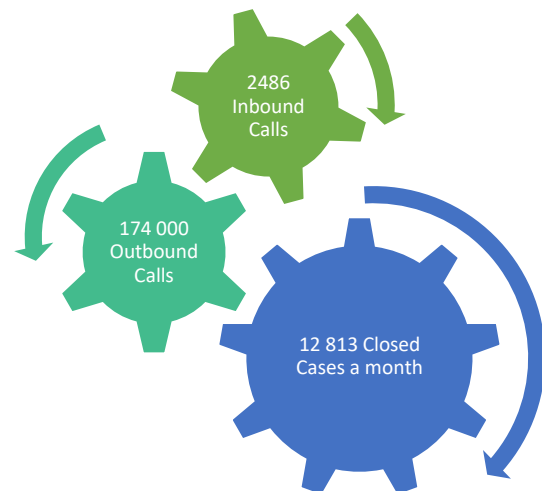
[www.icontactbpo.co.za](http://www.icontactbpo.co.za)

## Challenge

- To ensure that the most important component of the insurance underwriting process (APS retrieval) is efficiently taken care of.
- To offer the fastest turnaround time to ensure that records are retrieved and submitted effectively within 9 working days.



## Stats and Facts



## Solution

- Detail-oriented agents to be aggressively on top of each individual case via clear and informative daily updates.
- All cases to be screened daily with detailed follow-up reminders

## Outcome

- Agents receive 2486 inbound customer calls per month.
- Agents handle a total of 174 000 phone calls per month with an AHT (average handle time) of 3 minutes.
- A total of 12 813 successful medical records are completed with 7500 active medical records in process at any given stage of the month.