

END-TO-END BACK-OFFICE INSURANCE OPERATIONS FOR US-BASED CLIENT



The Customer

Our customer is a Miami-based leading insurance company. They provide commercial insurance brokerage to their clients which include both domestic and worldwide coverage. In addition to this, they also provide some key services such as Commercial transportation insurance, Trucking Insurance, Worldwide Land Air & Marine Cargo Insurance, Liability, Cargo and Physical Damage Insurance.

The Challenge

The client has acquired many companies over the years of their operation. This resulted in their back-office team being overloaded with multiple systems and client databases. Each of the systems had its own processes, data fields, and customer support activities and this only complicated the entire process.

In addition, the company didn't have any process to keep track of the employees' performance. They had the required tools to calculate the time each employee spent on the tasks but did not have the required tools to measure employee performance and if they were focusing on the right type of activities.

Our Solution

The following solution was provided by our team at Flatworld Solutions -

- + We provided the client with a dedicated back-office team which would help them save considerable amount of time and focus on their core competencies
- + Our team's vast experience would help the client handle all the back-office operations for agencies which would serve the different segments of the market such as Person lines, Business lines, General Liability, or Health Insurance

The Results

The following results were obtained with our project solution -

- + Our project solution for the client resulted in more optimized and streamlined back-office operations
- + Our team at Flatworld Solutions today takes care of claims handling, coverage verification, managing and updating agency management systems, etc. for the client
- + All the back-office operations such as data entry, report creation, and other miscellaneous tasks improved by more than 20%
- + Our streamlined processes helped the client's employees to have more time on hand and concentrate more on their core competencies.

Choose Flatworld for Flawless Back-office Insurance Operations Services

Flatworld Solutions has been providing exceptional-quality insurance back-office services and a plethora of other [insurance services](#) to major insurance companies across the globe. Our [cost-effective services](#) help our clients save money and time and while allowing them to concentrate more on their core competencies. We follow confidentiality agreements very strictly and you can be assured that your data is completely safe with us.

If you are looking for a reliable back-office operations service provider, then feel free to [write to us](#) or talk to one of our representatives and we will be more than happy to help you.