



# DEVK

## CASE STUDY

### CONTRACTUAL PARTNER SEARCH IN THE CALL CENTER FOR ABSOLUTE LOCAL PRESENCE



**With roughly 4 million customers, DEVK is one of the largest insurers in Germany. The company operates 1,250 offices and employs 2,200 full-time and 3,600 part-time sales staff.**

When it comes to customer inquiries, around 600 members of staff in regional offices and 200 call center workers look after the interests of the insured parties – and utilize a pool of roughly 13,000 partners, for example to contact the nearest partner workshop in the event of a breakdown.

DEVK uses the FLS LOCATOR to immediately offer its customers the best and fastest available partner. This allows costs to be cut while providing improved service. FLS LOCATOR accesses defined parameters to carry out a fast location and service-related proximity search. In this case, service-related partner data can also be considered.

Various companies in the local area can then be searched for at the same time – such as the nearest breakdown service, the most affordable rental car company or a suitable lawyer. That is not only an excellent customer service, but as a paperless process with very short processing times it is also a positive cost factor.

#### The result

Thanks to reliable results within a matter of seconds, the centralized and precise search for contractual partners not only ensures significant cost savings, but also fair claims settlements and local presence that are second to none.

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#### Industry:

Insurance and Surveyors

#### FLS product:

FLS LOCATOR

#### Requirements:

- Fast location and service-related proximity search
- Automatic address check
- Freely definable priorities

#### Benefits:

- Quick access, fast proposal of the best partner for the customer
- Reliable FLS support
- Geo-information integrated in the ERP system (via web service)

**More information:** [www.devk.de](http://www.devk.de)



**FLS contact:** Jeremy Squire · Managing Director  
FASTLEANS SMART UK LTD.  
T +44 1183 800189 · [jeremy.squire@fastleansmart.com](mailto:jeremy.squire@fastleansmart.com)  
[www.fastleansmart.com/en](http://www.fastleansmart.com/en)