

Mphasis delivers improved quality of operations beyond SLAs for a leading lender-placed insurance company



The Client A leading lender placed insurer and world's top 20 general insurance and reinsurance companies with presence in 38 countries



Business Objective The client had challenges in managing its customer operations as its Auto and Mortgage line of insurance was rapidly growing, resulting in increased cost of operations

How Mphasis helped

Mphasis delivered improved quality and reduced cost of operations by implementing the following measures:

- Provided 24/7 operations support along with flexible and scalable recourse modelling to accommodate fluctuating volumes for voice and non-voice back office activities
- Developed in-house workflow management tool along with the implementation of process automation and digitalization to help reduce human errors and improve the overall process
- Implemented an analysis and rule based decision making system for updating information
- Developed ISO documentation and risk and governance framework
- Established a robust knowledge management repository to synchronize the process of collating forms

Value delivered



We exceeded the client's expectations in meeting SLA's for both Auto and Mortgage insurance processes



50 % improvement in productivity of the Quality control team from Six Sigma process improvements



\$375,000 cost savings annually from technical enhancements in the critical fields

About Mphasis

Mphasis is a global technology Services and Solutions company, specializing in areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys, and with global financial institutions in the conception and execution of their Governance, Risk and Compliance strategies. We strategically focus on next generation technologies for differentiated solutions, delivering optimized operations for diverse clients.

Contact us on www.mphasis.com

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