

Flex and evolve relationship as the business grows

CASE STUDY

Customer Service

Motor, home, travel
and pet insurer



18 year
relationship

Goals

- Respond quickly to changing business requirements.
- Provide outstanding customer service with high CSAT scores across all channels.
- Improve efficiency and generate cost savings.

Solution

- Sole outsourcing provider, complementing in-house teams.
- Flexible partnership approach that has evolved and changed tack many times over the 18-year relationship.
- Currently providing email and chat support, policy administration and back-office processing.
- Continual improvement culture.

Results

Results over the years have included:

- 50% improvement in CSAT.
- 22% higher cross-sales of add-on products compared with in-house teams.
- £3m in annual cost savings.
- 30% reduction in cost per call.