

# USE CASE | MANAGING GENERAL AGENT

## INSURANCE EXPERIENCE CENTER

## END-TO-END OFFICE SOLUTIONS SOLVE CUSTOMER EXPERIENCE CHALLENGES

### CHALLENGE

The client's contact center is a critical interaction point with agents and insureds, answering questions, handling coverage requests, and administering policies. As an MGA, its customers expect our client to offer greater efficiency and agility. Due to high employee turnover and contact volume, however, our client was struggling to meet a key service requirement – it could not promptly answer more than two-thirds of its incoming calls. This resulted in a frustrating customer experience, abandoned calls, and put pressure on the MGA's profitability.

### SOLUTION

ReSource Pro's Insurance Experience Center provided comprehensive, omni-channel contact center and mail services. Our turnkey solution delivered front-office and back-office services that enabled our client to improve its customer service performance and free up its internal teams to focus on underwriting new and existing products.

### IMPACT AND RESULTS

The client is a leading organization in its market, with significant premium volume. Maintaining that position requires the organization to offer a satisfying customer experience and continue to focus on product development and production underwriting. By outsourcing its front-office operations for servicing customer needs with ReSource Pro, this client:

- Met its telephone-response service level agreement (SLA) target of 95%, which was a more than 140% improvement over the client's performance prior to engaging ReSource Pro
- Eliminated concerns about staff turnover impairing customer service
- Empowered its staff to focus on product development and underwriting
- Improved customer experience
- Relieved pressure on profit margins
- Increased predictability of account profitability

ReSource Pro's Insurance Experience Center improved the client's operations by delivering timely service to agents and insureds through both front-office and back-office services. For this MGA client, ReSource Pro's services include handling calls and live chats; answering questions about billing, payments, coverages, and carrier risk appetite; and processing policy document requests, endorsements and assisting with quoting. The team also provides mail services including receiving, opening, scanning, uploading, and filing/indexing incoming and returned mail for the client.

### CUSTOMER PROFILE

A large property/casualty managing general agent

### LOCATION

Multiple Locations in the U.S.

### BUSINESS NEED

End-to-end Office Solutions

### SOLUTION

Insurance Experience Center (IX Center)

### THE IMPACT

- 140% improvement on telephone-response service
- Eliminated turnover concerns
- Improved customer experience

### ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience.

### FOR MORE INFORMATION

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