



# Master the effortless insurance experience

Enabling the highest customer satisfaction at the lowest overall cost

Customers expect a swift, on-demand and effortless experience when engaging with their insurers. The shift to a digital-first approach is critical for insurance companies as they are faced with the challenge in supporting remote employees and increasing customer expectations.

TTEC has 38 years' experience in helping the world's leading insurance companies design, build and deliver amazing customer and employee experiences driven by AI & automation technology and seamless omnichannel interactions.

## Our insurance solutions are outcome-focused

The insurance industry is adapting to changing customer and employee expectations and a shift to digital-first experiences for both customers and employees. All parts of the customer experience (CX) journey can be reimagined to reduce costs and improve customer satisfaction.



### Intelligent Automation

Intelligently automating customer journeys, back and front-end processes and eliminating manual repetitive tasks



Cost efficiency obtained when hourly models are enhanced with digital capabilities



### Humanify@home

Support, train and optimize performance for remote agents in a secure virtual environment



Improved WFH employee experience through secure digital solutions



### Omnichannel Orchestration

Seamless omnichannel experience and self-service options



Effortless and personalized customer experiences throughout their entire journey

## Effortless insurance experiences drive valuable business outcomes

**20-40%**

cost reduction\*

**30-50%**

improvement in *NET* average handle time\*

**30%**

shift from voice to digital channels\*

**70-100%**

automation of back office functions\*

\* All numbers are representative of client outcomes

Satisfied customers are 80% more likely to renew their policies than unsatisfied customers.

McKinsey

**The effortless insurance effect**

<b>From</b>	<b>To</b>
Rising costs to serve	→ Reduced cost per customer and overall TCO
Transaction-driven	→ Experience- & engagement-focused
Staffing limitations and labor costs	→ Diminished reliance on live agents
Discrete channels	→ Orchestrated journeys
Complex, disconnected vendor network	→ Strategic, end-to-end partnership with aligned incentives
Contracting challenges related to a fees-based approach	→ Innovative, shared-risk commercial framework
Reliance on CAPEX investment	→ Cloud-based, OPEX structure
Technology point solutions	→ Transformational, omnichannel, digital-first customer experiences
Inefficient manual repeated processes	→ More time solving customer needs and enhancing brand

**Partner with an end-to-end CX Transformation Expert**

We have the know-how required to make CX a strategic differentiator



Holistic Solutions



Strategic partner



Operational Excellence



Outcome-based approach



Innovation Enablers



70+ Client NPS



Simplify Complexity



38+ years experience & expertise

**Make insurance fast and convenient for your customers anytime, anywhere**

TTEC can help you create amazing customer and employee experiences, contact center operational efficiency, and greater loyalty for your brand.

**CONNECT WITH AN EXPERT >**

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[CX@ttec.com](mailto:CX@ttec.com)

**About us**

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. TTEC Digital delivers outcome-based, human-centric, tech-enabled, insight-driven customer experience solutions. TTEC Engage operates customer acquisition, care, fraud prevention and detection, and content moderation services. These two offerings combined deliver flexible and extensible customer experience solutions at scale. Founded in 1982, with nearly 50K employees and offices on six continents across the globe, the company and its employees are proud to live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit [www.ttec.com](https://www.ttec.com).