

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.

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

Source: McKinsey

Our insurance solutions are outcome-focused



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 optimise 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 personalised 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

The effortless insurance effect

From		To
Rising costs to serve		Reduced cost per customer and overall TCO
Transaction-driven		Experience- & engagement-focused
Staffing limitations and labour 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

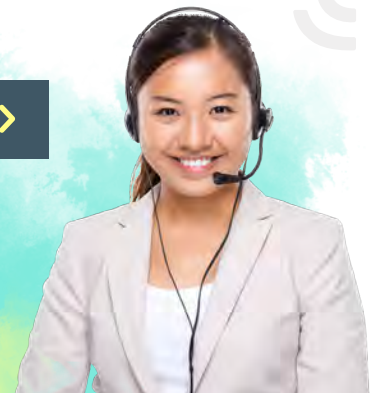
- Holistic Solutions
- Operational Excellence
- Innovation Enablers
- Simplify Complexity
- Strategic partner
- Outcome-based approach
- 70+ Client NPS
- 38+ years experience & expertise

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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About TTEC

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/emea.