

## Case Study

# Policy Administration



### Customer

The customer is one of the largest mutual life insurance companies in the United States of America.

### Business Challenge

- Meet volume seasonality and adhere to service standards
- Increase member satisfaction and client satisfaction
- Reduce policy servicing costs to stay competitive with premium pricing
- Improve turnaround times on policy owner requests

### Mahindra Satyam's Solution

- Consistently achieved quality standards over 98%
- Turnaround time consistently maintained at less than 48 hours (within the SLA)

### Process overview

- First time insurance policy enrollment of employees
- Processing of change requests from policy-holders, such as change of marital status, change in coverage, etc.
- Processing of cheques received from the group for premiums due from them
- Processing of Loss of Coverage (LOC)
- Processing of Evidence of Insurability (EOI)

### Benefits

Saved more than 14% of total contract value through increase in productivity; this was achieved through smart queue management, exhaustive training for new hires and frequent refresher training.

Productivity increase of ~100%/FTE/hour  
in last four years of the engagement

**At Mahindra Satyam BPO's Insurance practice**, we offer a broad range of services that include End to End Claims Management, Policy Enrolment and Administration, Claims Enquiry & Verification of Benefit Call Center, Warranty Claims Management, New Business and Renewal Rating and Census, Dental and Vision Claims Management.

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