

Large Life Carrier - Case Study on 1035 Exchange



eNoah internally improved the productivity of 1035 exchange process to help client achieving their business goals

Challenges:

- eNoah was asked to handle the required call count along with processing Transfers, NTC and Clean-up activities.
- eNoah was able to process the Transfers and NTC only during the call waiting time or after completing the call count.
- Due to this, it created delay on submitting the fax and its related paperwork to other carriers.
- Screen navigation for processing both Transfers and Calls consumed more time to complete the entire process. Some steps were missed while processing.
- As we had initial backlog in 1035 calling, the team was fully devoted to complete the call volume.

Solution:

- eNoah segregated the entire 1035 process into 2 activity types:
 - Non voice activities which include notice to carrier, transfer forms and clean-up process) are done in US Evening hours.
 - Voice activities which included calling the carriers for updates and information are done in the US Day hours.
- Business Continuity Plan has been initiated by moving the US overnight activities to BCP location

Benefits:

- All the activities are completed
- The Carrier is able to focus on core activities.
- eNoah fine tuned the entire process flow to insure no steps were left out negating delays and errors.

Achievements:

- We were able to do 30+ calls per dedicated resource
- Achieved a 33% higher efficiency rating in call output
- Maintained a 99.9% Quality rating in all the areas

Additional processes:

- Forms Replacement Review & Processing as well as Life 1035 exchange has been assigned to eNoah