



CENTRALISED CUSTOMER SUPPORT SYSTEM FOR INSURANCE BROKER

About the Client

A middle east based Major Insurance broker company focused on an array of insurance services such as motor, health, Home, Travel and corporate broking.

Business Challenges

- The client is having multiple stakeholders with various business end points requires effective support mechanism for technical issues and business queries.
- Client's support process involves multiple workflows based on the queries type. They would like to have a seamlessly scalable solution where workflow and approval process can be added dynamically.
- Digital solution expected to support operational optimisation with analytical reports.
- A rigid framework for managing Ticket aging and SLA.

Flycatch is a digital transformation company embedded in its DNA with a "Customer First" approach. Our every engagement is ignited with provocative thinking, broader digital-transformation goals ends with tangible outcomes backed by passionate technologists.

www.flycatchtech.com



Flycatch Solution

- Flycatch conducted extensive user research and designed the platform addressing all the client demands. Designed a support portal which can be embedded within any application with integrated security support with Domain or Application.
- Dynamic and intelligent ticket categorisation is facilitated so that different support category workflow can be created on the fly. Each category supports a pre-defined workflow and approval process.
- Seamlessly connected with change management system to convert technical support issues to development pipeline.
- The platform is architected to record and monitor end to end support activities like assignment, response time, resolve time and logging of all activities.
- Reporting module supports operational optimisation with decision support reports based on operational KPI's.
- Provision to Integrate with Change Management platform such as Jira in the future.

Business Benefits

- Complete transition from a WhatsApp, SMS and Phone based support model to a Digitally enabled support platform.
- User centric design support users quickly and easily raise ticket and track progress.
- Easy integration with any platform helps to augment support portal with multiple applications within clients IT ecosystem.
- Reduction of support ticket with FAQ interfaces.
- Efficient Monitoring of tickets and KPI' tracking from reports helps management to focus on crucial areas with high number of tickets for an optimized IT landscape.