

Call Center Services for Insurance Services Company

PROJECT DETAILS

 Call Center Services, Customer Service Outsourcing

 Jun. 2024 - Sep. 2024

 \$10,000 to \$49,999

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PROJECT SUMMARY

Assistring LLC provided call center services for an insurance services company. The team handled customer inquiries, claims processing, policyholder support, follow-up calls, and retention.

PROJECT FEEDBACK

Assistring LLC's work increased customer satisfaction ratings, enhanced service delivery, addressed customer concerns, and promoted long-term client relationships. The team's project management was consistent, and internal stakeholders praised the service provider's professionalism.



The Client

Please describe your company and position.

I am the Director of Service Operations and Customer Retention of GEICO

Describe what your company does in a single sentence.

GEICO is a Government Employees Insurance Company which offers a variety of insurance such as vehicle, property, business, life, umbrella, travel, pet, jewelry and more.

The Challenge



Todd Matthews

Director of Service Operations & Customer Retention, GEICO



Insurance



Chevy Chase, Maryland

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

How did you find Assistring LLC?

- Online Search
- Referral
- Clutch Site

Why did you select Assistring LLC over others?

- Pricing fit our budget
- Great culture fit
- Good value for cost
- Referred to me
- Company values aligned

How many teammates from Assistring LLC were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Assistring LLC provided GEICO with a call center service solution that effectively handled customer enquiries, claims processing, policyholder support, follow-up calls, and customer retention. The Assistring LLC team's unique approach and techniques portrayed their deep understanding of the insurance industry. They ensured that their services aligned with GEICO customer service objectives throughout the project period.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?



Our decision to partner with Assistring LLC resulted to an increase in our customer satisfaction ratings. Their team played an important role in enhancing our service delivery.

Through their unique techniques and solutions, we were able to effectively address customer concerns, enhance the efficiency of our customer service operation, and promote long term relationships with our clients.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Their project management was excellent as we had a smooth and efficient workflow with Assistring LLC. Our collaboration with them was characterized by an efficient communication , which was important in the execution of our projects.

The team's dedication to meeting our specific needs and their approach to addressing challenges made a huge impact on the success of our collaboration

What was your primary form of communication with Assistring LLC?

- Virtual Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

We were impressed by Assistring LLC's performance throughout our partnership with them. Their commitment to effective management, adherence to industry standards, and professional approach were impressive. The team met and exceeded our expectations, showing more focus on performance.

Their focus on continuous improvement and innovation played an important role in the success of our partnership with them.

Are there any areas for improvement or something Assistring LLC could have done differently?



AssistRing LLC performed exceptionally well throughout our partnership with them. Their team exceeded our expectations in all aspects of the project. However, there is always room for improvement.

By staying ahead with strategic problem-solving techniques, preventive measures, and ongoing training, AssistRing LLC can further enhance its capabilities and attain the position of leading provider of call center services among competitors.

