

Case Study

Flexibility & Scalability to Support Business from New Client Win in the Pandemic Environment



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Customer



- Leading Insurance servicer in the United States, specialized in LPI business.

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Business Situation



- Delay in updating the home owners insurance information resulting in financial impact and compliance issues
- New client win leading to increased volumes but pandemic situation making it difficult to manage volume spikes
- SLK Global, already a trusted partner and supporting 90% of work for the customer was engaged to manage the volume surge from new client win

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Solutioning



- Proactive discussions with customer seeking their approval for the SLK team to support its operations from a remote work from home model
- Enabled a work from home model for all resources aligned to the process
- Remote hiring & onboarding model deployed to cater to additional resource requirements
- Virtual training

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Execution



- Stringent data security ensured in the remote work model through effective controls
- Deployment of remote team monitoring methods and tools to ensure performance at par or better compared to a work from office model
- Stringent performance management measures implemented
- Dedicated SME's aligned to support the team

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Value Delivered



Enabled the Customer to meet compliance requirements and improve customer satisfaction

100% work from home by SLK Global enabled the customer to manage business as usual and also provided the scalability to take on additional business from the new client