

Case study Teachers Health



We're for teachers

Situation

Teachers Health is one of Australia's largest private health insurers, providing a wide range of health and wellbeing products and services to over 360,000 members.

Continued changes to the product designs, complex service provider and hospital agreements and constant regulatory pressure has caused the service levels to gradually decrease.

Staff were spending more and more time completing additional administrative tasks which diluted the ability to service member requests.

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Solution

The customer required a solution that actively managed service requests and escalated based on the service levels promised to the members.

The solution was to use the e5 Workflow platform, combined with our proven operational work management design, to ensure all work in progress is actively monitored, distributed and escalated.

Each service request is prioritised based on a set of business rules and delivered to the appropriate service channel, human or automated. Real time service-level agreement (SLA) and productivity dashboards also provided visibility and peace of mind to ensure service levels are tracked.



Results


30%

improvement in SLA
within 2 weeks


98%

service level
achievement


3x

higher
productivity

Outcomes

Within two weeks of the solution's implementation, there was an **immediate SLA improvement of 30%**.

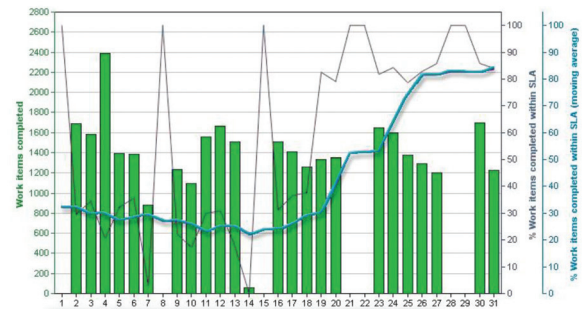
Since all service requests were now being captured and classified, it was also noticed that the service requests had increased by 10%.

80% SLA was achieved within 6 weeks of implementation and service request volumes had started normalising during daily processing, indicating stabilised operational control.

Within two months, the customer was able to transfer 10% of the processing staff to direct member engagement roles, while maintaining an 80% SLA.

After 12 months, the service requests had increased by a third, average 1600 per day due to business growth and onboarding of more service request categories. The SLA consistently peaks at 98% and remains stable.

Chief Technical Officer, Anthony Dalby, said, "Everything was siloed and trying to handle bringing some of that information together and surfacing various activities for the right people to work on was challenging for us.



This was something we could really leverage if we wanted to bring those exceptions together, especially around member experience. If we have a member trying to interact and something goes wrong, we could bring together the member experience – not just the document, email or call we received. We can route that work through, prioritise when needed and give more visibility to staff when they are having interactions with the customers and they have more contexts on what has happened.

Staff could find this information but they had to look in multiple systems. The little 'aha' moment was using e5 to capture these exceptions, so we have visibility and they aren't as disjointed."

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