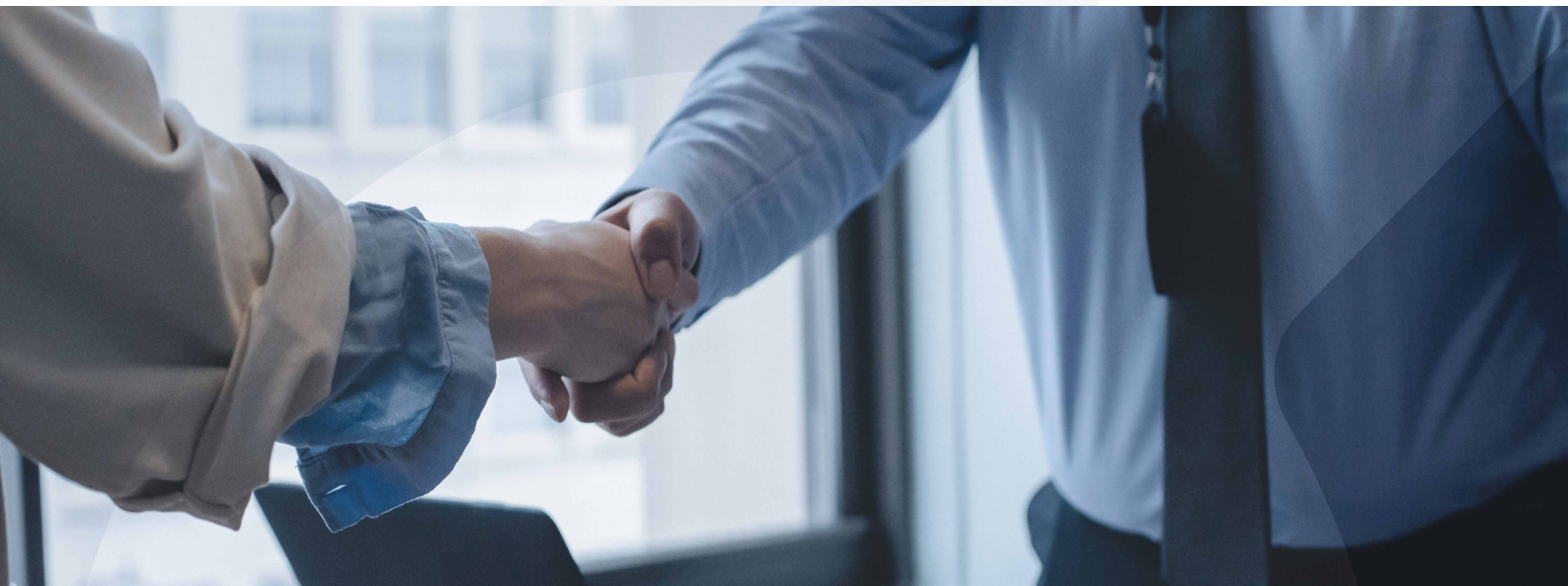


CUSTOMER SUCCESS STORY



Olympus Insurance Revolutionizes Communication & Processes with Recording Insights

In the dynamic world of insurance, clear and reliable communication is not just a requirement but a backbone for maintaining trust and efficiency. Olympus Insurance, known for its comprehensive coverage plans, faced a significant challenge when they transitioned their customer communication system to Microsoft Teams. The need for a robust, accessible, and seamless AI-enhanced compliance call recording solution was paramount to help improve productivity and efficiency, while upholding service quality and meeting compliance standards.



CLIENT NAME
Olympus Insurance

INDUSTRY
Insurance

SOLUTION
Recording Insights
in Microsoft Teams

REGION
Florida,
United States



www.olympusinsurance.com

The Challenge

Upon shifting to Teams, Olympus Insurance's primary goal was integrating a call recording solution that was not only reliable but also user-friendly, ensuring a smooth experience for both employees and administration. The solution needed to streamline the recording process, facilitate easy retrieval and management of call records, and integrate effortlessly with their existing internal systems.

The Solution

After evaluating various options, Olympus Insurance found its match in Recording Insights. The platform's simplicity for end-users was a standout feature, ensuring that everyone from frontline staff to management could operate it without hassle. Its uncomplicated administration and seamless setup process further solidified Recording Insights as the preferred choice. The collaboration with ASC was refreshingly straightforward. The Olympus team appreciated the no-nonsense approach of ASC Sales, underscored by high-quality product demonstrations, which provided a clear understanding of the product's capabilities and the benefits in store for Olympus's operations.

The Outcome

Post-integration, Olympus Insurance reported a significant transformation in how they managed their communications. Managers and employees could swiftly locate specific recordings, export them as needed, and, crucially, attach these files directly to their internal claim system. This enhancement in process efficiency meant staff could dedicate more time to client service and other critical tasks. Moreover, the prospect of importing legacy call recordings into the ASC system and making them searchable within the app is on the horizon. This feature, once operational, will exceed Olympus's expectations, further optimizing their call management system. What surprised Olympus Insurance the most was the sheer reliability of Recording Insights. The solution functioned impeccably, with minimal support calls necessary, attesting to the product's quality and stability. This reliability factor was not just a win for the IT department but a boon for the entire company, reflecting in their enhanced overall productivity.



Analytics Amplification

Enhanced Claim Management with Analytics

The implementation of Recording Insights brought a substantial upgrade to Olympus Insurance's call recording capabilities, but it was the powerful analytics functions that truly transformed their operational efficiency.

Categorizing Specific Threats/Events

Natural disasters, such as Hurricane Ian, can trigger a surge of insurance claims, challenging even the most organized of systems. Recording Insights' analytics tools allowed Olympus Insurance to categorize calls related to specific events. For example, calls mentioning "Hurricane Ian" were automatically grouped, making it easier for claim adjusters and customer service teams to address these event-specific concerns rapidly and with the right context. This categorization not only streamlined internal processes but also demonstrated to customers that Olympus was responsive and well-prepared in the face of widespread challenges.

Capturing and Searching Claim Numbers

With Recording Insights, Olympus Insurance was able to capture and catalog claim numbers mentioned during customer calls. This granular level of indexing created a robust paper trail, making the tracking of sequential calls regarding specific claims a straightforward task. Not only did this bolster the accuracy of claim handling, but it also enhanced customer service by enabling representatives to quickly retrieve the history of a customer's interactions, ensuring continuity and personalized attention.

Keyword Spotting for Ad Hoc Supervisor Requests

Ad hoc requests from supervisors, especially for keyword spotting, can be a time-intensive task in call management. Recording Insights brought Olympus Insurance an effortless solution with its keyword spotting functionality. Supervisors could input specific keywords or phrases relevant to ongoing issues or training needs, and the system would promptly identify and pull recordings that contained these specified terms. This feature empowered supervisors to proactively address emerging trends, provide targeted feedback, and quickly resolve any ad hoc inquiries or issues.



Strategic Impact

The analytics capabilities of Recording Insights provided Olympus Insurance with a strategic edge. By enabling precise tracking, categorization, and quick retrieval of call content, Olympus Insurance not only safeguarded compliance and improved its service quality but also displayed an impressive agility in responding to both everyday customer interactions and exceptional events. The foresight to deploy a solution so rich in analytical features reaffirmed Olympus Insurance's dedication to operational excellence and customer satisfaction. Recording Insights didn't just answer a need—it anticipated future requirements, cementing Olympus Insurance's reputation as a proactive and customercentric organization.

Conclusion

Through ASC's Recording Insights, Olympus Insurance fortified its communication backbone, necessary for its commitment to exceptional client service and operational excellence. In ASC, Olympus found more than a solution provider; they found a partner equally committed to their success, ready to deliver solutions that not just meet but exceed expectations. The journey from needing a dependable call recording solution to witnessing a revamp of their communication workflows marks Olympus Insurance's success story, one that stands testament to ASC Technologies' promise of delivering excellence.

“It simply works. Recording Insight's powerful analytics tools enhanced our team's efficiency – allowing our staff to focus on providing great customer service and giving them more time to tackle other critical tasks.”

Matthew Key,
Systems Administrator Olympus Insurance

About ASC Technologies

ASC is a worldwide leading provider of software and cloud solutions in the field of omnichannel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

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