



From Minimizing Errors by 50% to Beating TAT by 30 Days



Transforming Insurance
Operations
for Colorado-based
Insurance Agency

www.fbspl.com



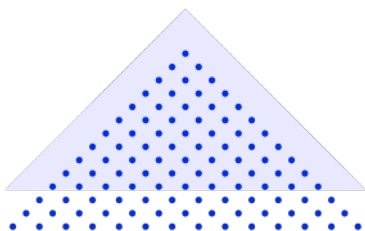
Client Overview

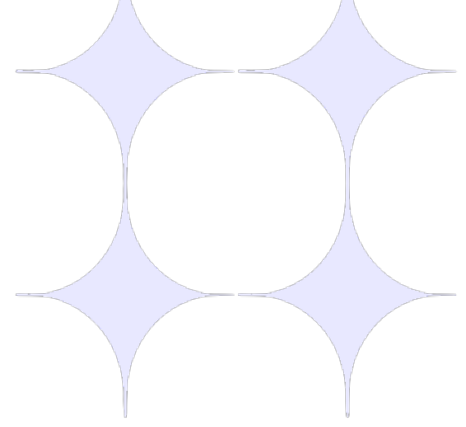
01. Customized Solutions

Our client, a Colorado-based insurance Agency, offers custom insurance plans while supporting causes like child welfare and homelessness.

02. Excellence Services

With our support, the client has optimized their commercial line activities, achieving significant improvements in accuracy and turnaround time. Their focus on personalized service and risk management has enhanced client satisfaction and profitability.





Challenges Faced

Task Delegation

The client faced challenges in effectively delegating tasks, leading to inefficiencies in their processes.

Recruiting Fast Learners

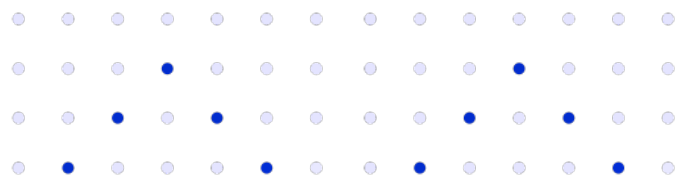
Hiring fast learners was difficult, slowing down onboarding and productivity.

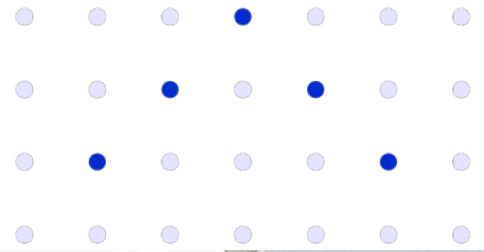
Consistency with Quality & TAT

Maintaining high-quality standards and meeting Turn Around Time (TAT) requirements was a persistent challenge.

Admin Burden

COVID-19 led to increased admin tasks, causing delays and inefficiencies.





Strategic Implementation by FBSPL

Task Delegation Strategy

We streamlined task delegation by creating specific role-based assignments, enhancing efficiency and reducing workload bottlenecks.

Quality & TAT Consistency

By implementing standardized procedures, we ensured consistent quality and improved turnaround times across tasks.

Recruitment of Quick Learners

A dedicated team of quick learners was recruited to accelerate onboarding, ensuring smooth operations and meeting TAT consistently.

Managing Admin Overload

Our team efficiently handled increased administrative workload, helping the client overcome the challenges brought by the pandemic.



Significant Outcomes

Through our comprehensive data annotation and AI training services, we helped our client achieve outstanding results in efficiency, accuracy, and customer satisfaction.

Here are the key outcomes:

50%

Error Reduction

Documentation errors were cut by half, thanks to the implementation of error-free task processes and automated systems

30

Days Faster TAT

We successfully cleared all backlogs 30 days ahead of the original schedule, beating the pre-renewal deadline by a significant margin.

45

Day Backlog Clearance

Strategic intervention cleared backlogs in 45 days, 5 days ahead of schedule, improving operations

150

Day Early Completion

Through a systematic approach, we completed the pre-renewal 150 days early, exceeding expectations by 30 days.

Key Benefits Delivered

50% Error Reduction

We decreased the error rate in document processing by 50%, significantly improving accuracy and operational efficiency.

Higher Customer Satisfaction

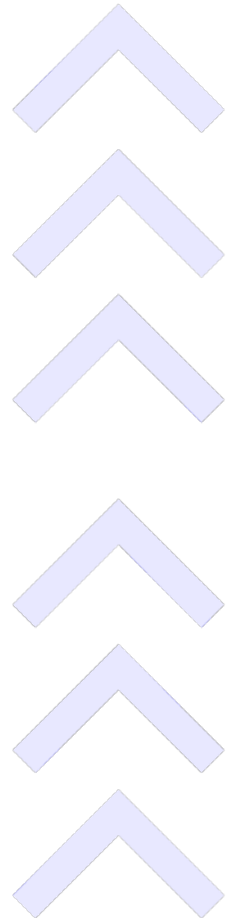
Client satisfaction increased by 80%, and the user adoption rate reached 90% within 6 months.

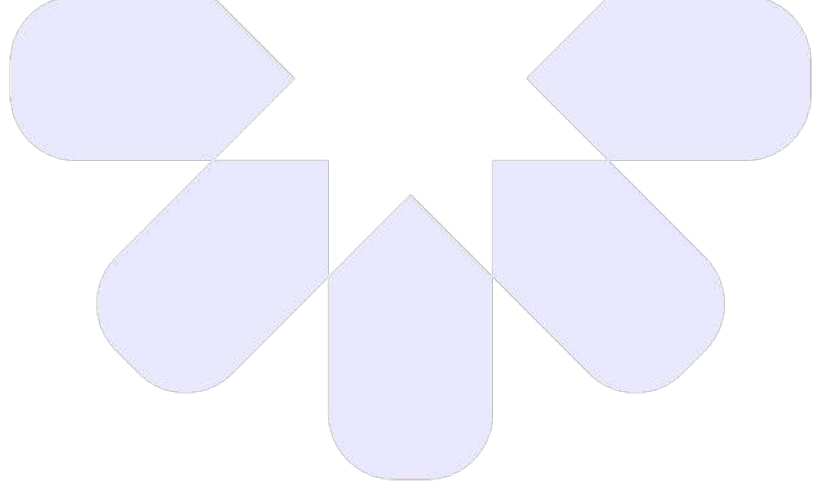
Fewer Errors, Less Manual Work

Manual effort was reduced by 60%, and errors dropped by 70%, increasing overall operational efficiency.

Higher Productivity

By implementing detailed Standard Operating Procedures (SOPs) and comprehensive training, we streamlined operations, leading to a 30-day reduction in pre-renewal processing time.

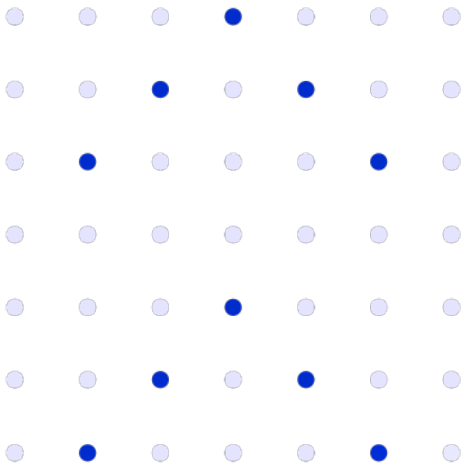




In their own words

They worked when we worked and completed their tasks quickly and efficiently."

- Founder & President



Conclusion and Future Steps

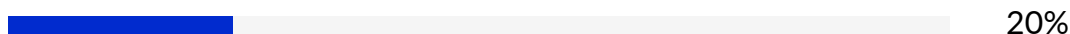
Ongoing Monitoring and Optimization

After clearing all backlogs 30 days ahead of the expected timeline, we continue to monitor KPIs for improved efficiency. Regular data accuracy checks and process optimization are ensuring consistent, high-quality service delivery.

Error Reduction



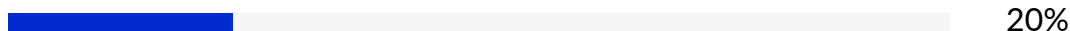
Turn Around Time



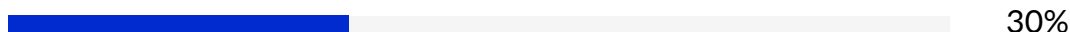
Expanding AI Capabilities

Plans are underway to enhance our process optimization, integrating advanced automation features to further increase accuracy and improve client satisfaction.

Customer Satisfaction



Task Completion



Reach out 24/7

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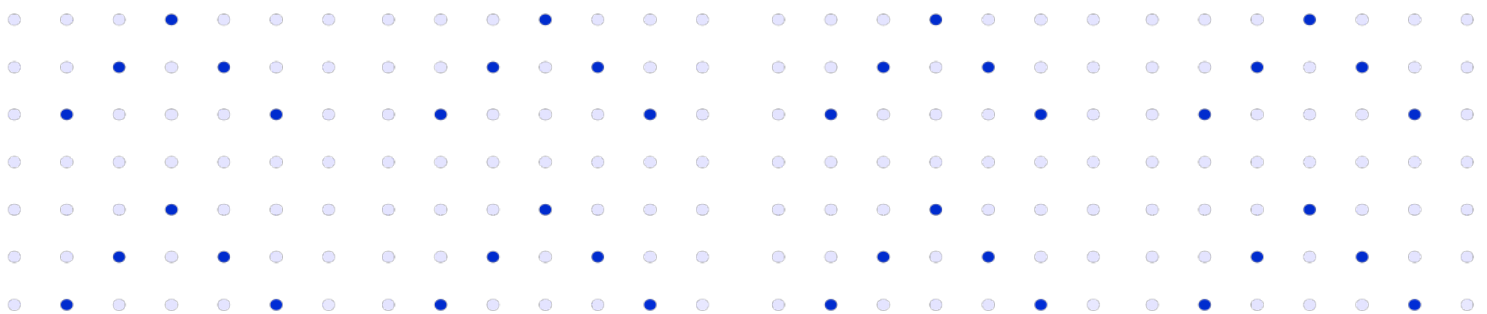
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Thank You!