

# CASE STUDY

BFSI

## Streamlining compliance prequalification

for a leading supply chain risk management firm



## Objective

A leading supply chain risk management company partnered with us to achieve the following objectives:



**Comprehensive insurance verification:** Verify various insurance types, including liability, auto, worker comp, pollution, and professional certificates.



**Enhanced safety compliance verification:** Ensure compliance with safety standards by verifying Refinitiv backgrounds, EPA violations, contractor licenses, state permits, OSHA/MSHA records, and safety manual compliance.



**Improved customer data accuracy:** Enhance customer data accuracy through enrichment, validation, and overlap analysis for precise contact information.



**Seamless customer onboarding and support:** Assist customers with portal registration and account updates through inbound and outbound channels.



**Simplify email support:** Manage customer support mailbox and implement quick ticket assignment.



**Client help desk:** Provide responsive and reliable support for all customer-facing needs.



## Approach and Solution

In addressing the client's data expansion needs, we implemented a progressive approach:

### 1. Comprehensive insurance verification:

- Verified various insurance types, policy information, policyholder details, clauses, verbiage, and endorsements.
- Monitored the clearance status of Canadian customers (WCB - Worker Compensation Board).
- Achieved daily average reviews of 4,200 with a QC sample size of 12%.

## 2. Enhanced safety compliance verification:

- Conducted verifications including Refinitiv background, EPA violation, general contractor license, state license, OSHA/MSHA recordkeeping, and safety manual compliance.
- Maintained daily average reviews of 2,400.

## 3. Seamless customer onboarding and support:

- Provided customer onboarding support through inbound and outbound calls and emails.
- Offered compliance and general support through outbound communication to assist customers in updating their account data.
- Managed a daily average of 400 calls/emails with a QC sample size of 12%.

## 4. Simplify email support:

- Efficiently managed the customer support mailbox.
- Implemented quick ticket assignment using CRM tools.
- Handled a daily average of 600 emails with a QC sample size of 12%.

## 5. Client help desk:

- Managed the client's affiliates' email support box.
- Conducted analysis of active customers.
- Handled escalation management and compliance requirement analysis.



# Results delivered

Across the tasks, the supply chain management collaboration achieved the following business impact, exceeding client expectations:

## 1. Insurance verification:

- Client expectation: TAT - 48 hours | Quality - 98%
- What we delivered: TAT - 24 to 36 hours | Quality - 99.3%

## 2. Safety compliance verification:

- Client expectation: TAT - 48 hours | Quality - 98%
- What we Delivered: TAT - 24 to 36 hours | Quality - 99.2%

## 3. Customer data accuracy:

- Client expectation: TAT - Defined by client | Quality - 98%
- What we delivered: Met set deadlines | Quality - 99.7%

## 4. Customer onboarding and support:

- Client expectation: TAT - 24 hours | Quality - 98%
- What we delivered: TAT - 24 hours | Quality - 99.5%

## 5. Email support:

- Client expectation: TAT - 48 hours | Quality - 98%
- What we delivered: TAT - 24 to 36 hours | Quality - 99.3%

## 6. Client help desk:

- Client Expectation: TAT - 24 hours
- What We Delivered: TAT - 24 hours



## Client benefit

**1. Efficiency gain:** The dedicated team members significantly improved efficiency, allowing the client to maintain quicker TAT and handle volume spikes.

a) Utilization - 135%, with +5,500 daily average reviews

b) Consistent QC contributed to achieving +99% quality

**2. Consistent performance:** Continued efficiency gains with utilization at 159% and +3,500 daily average reviews, while maintaining +99% quality

**3. Enhanced customer onboarding:** Accurate contact information and compliance support enabled the client to onboard more customers onto its platform

**4. Expanded email support:** Resources deployed during odd hours improved TAT and supported with chats during peak seasons

**5. Market expansion:** The client successfully entered the Indian market, generating additional revenue by selling and supporting its products and services in India

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