

Call Center Support for an \$8 Billion Insurance Company

Client

\$8 Billion Insurance Company

Services

Strategic Staffing

Areas of Expertise

Claims Call Center

Industry

Insurance

Our Challenge

A multi-billion dollar insurance company was experiencing an increase in long-term care claims largely due to COVID-19. The client made the decision to dedicate the existing call center team to more complex claims. Therefore, approximately 20 additional call center representatives were needed to manage routine claims. These additional call center representatives would be working remotely and require onboarding and training to be conducted remotely as well.

FILLED
36
ROLES IN
ONE MONTH

Our Solution

The Vaco team was able to quickly understand key job responsibilities and identify qualified candidates for the open roles. The Vaco team coordinated client interviews on specific days for efficiency, facilitated multiple offers, rapidly onboarded new hires for remote operations including the coordination of all supporting IT equipment. Our team coordinated with the client IT staff to obtain system access and familiarize themselves with operations so the call center representatives could add value on day one of the project. By providing a single point-of-contact, Vaco enabled our client to experience streamlined communication and accelerated solutions.

Successful Results:

- 34 offers were made and 25 representatives started after completing background checks and drug screening.
- Vaco's team led another round of sourcing, interviewing, and onboarding which led to an additional 11 hires totaling 36 hires in one month.
- Delivery of a solution that enabled rapid identification of qualified talent, high-touch interview process, and remote onboarding guidance.
- Efficient and timely process enabled client to meet increased demands and handle claims more effectively.

Free Yourself. Get in touch today.

vaco.com | 615-324-8226