

Benefits Administrator Slashes Abandonment, Saves \$1.1M

A third-party administrator (TPA) faced operational inefficiencies, scalability issues, and high call volumes that hurt customer experience.

Within 60 days of partnering with Outsource Consultants (OC), strategic service improvements cut call abandonment rates to under 5%, boosting customer satisfaction and driving significant first-year cost savings.



21%

Savings



70

Seats



3

Engagement (Years)



\$363

First Year Cost Reduction



\$1.1M

Total Savings

Strategic Geo Shift + Targeted Training Drives Results in Just 60 Days

This consumer-focused health benefits TPA faced major customer service challenges due to a single-location contact center with limited English proficiency, insufficient training, and weak documentation.

To address these issues, OC transitioned to a multi-location contact center in the Philippines, chosen for its strong English skills and proven ability to handle complex customer interactions.

Strategic actions included:

- Training agents to expertly handle sensitive healthcare inquiries.
- Ensuring all calls mimicked a domestic presence.
- Adopting precise documentation processes to improve CRM accuracy.

Within **60 days post-launch**, these strategic initiatives effectively **reduced call abandonment to under 5%**, exceeding expectations and positioning the healthcare provider for continued customer satisfaction and operational efficiency.

<5%

call abandonment in 60 days

\$363K

year-one cost savings

We **Demolish**
CX Roadblocks

888.766.4482

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