

PERFORMANCE REVIEW OF AGENT APPLICATION TO REDUCE THE AGENT ATTRITION BY 35%

CLIENT BACKGROUND

The client is one of the largest private sector general insurance company in India offering insurance coverage for motor, health, travel, home, student travel and more. The client has issued over 26.5 million policies and settled over 1.6 million claims in 2019. The client leads the private sector players in the general insurance sector with a market share of 15.6% and has an overall industry market share of 8.5%.

PROBLEM STATEMENT

Client was facing performance issues in their agent application.

APPROACH

- Monocept did a performance review for the agent application of the client. The agent application is used by both corporate agents as well as CSCs (Common Service Centre).
- Monocept reviewed the application for 3 months and identified the gaps in the codebase and implemented the improvement of queries and architecture components parallelly.

TECH STACK

.Net and Oracle (DB)

BENEFITS

- The client was able to reduce the agent attrition rate by 30%.
- Agents are now able to service customers more efficiently through the portal from which 35% of the revenue is generated

**TO KNOW MORE DETAILS ABOUT THE
PROJECT, TALK TO OUR EXPERTS**

GET IN TOUCH
TODAY
info@monocept.com

www.monocept.com