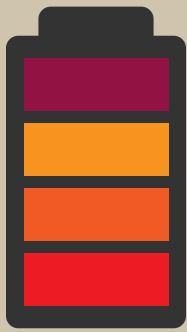


Crossing The Chasm

Building multi channel business strategy for a major insurance firm

Impact



100% roll throughput yield increase



Redesigned agent sourcing strategy with attribute analytics



33% reduction in turnaround time

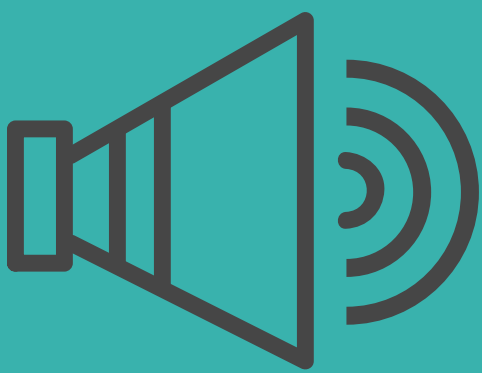


Enhanced customer acquisition and retention through a re-churning program

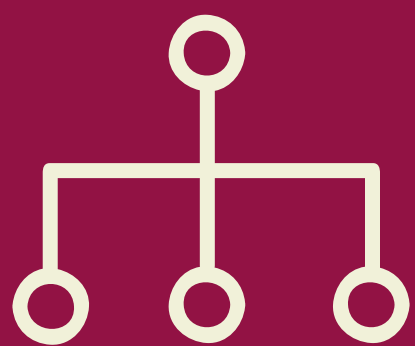
Challenge

- Low conversion rate
- Increasing dropouts among policy holders
- Reducing revenue
- Current strategy not yielding desired results

Our Approach



3 Month long exercise to collate and analyze voice of customer data



Data driven study to create intervention points for management



Lean principles to identify root cause of issues



Process optimization approach to understand gaps and execution problems



We can help your change endeavors

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