

Every year, this specialist in car insurance claims receives around 100,000 emails asking about claims for French vehicles that occurred in France or outside of the country. The emails may or may not have attached documents and are written mostly in French but also in other languages. They are analyzed manually to integrate them into the management tool or send a reply.

Four people used to work full time on this manual sorting. The new solution frees up their time so that they can now do higher value activities.

KEY FIGURES



emails per year in
French, English,
German, and Italian,
with attached
documents



of emails sent to the
right contact



CHALLENGES

- Increase in the **number of emails**
- **Greater service quality required**
- Need to reassign a part of the team to **higher value tasks**

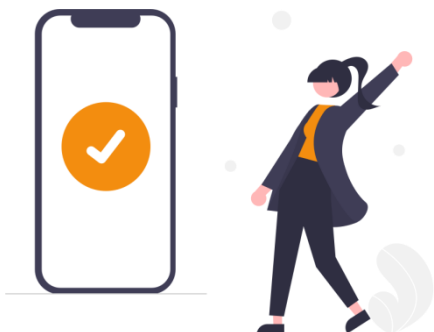
WHY did they choose OWI ?

- A business-oriented approach with short stages
- A tangible and immediately operational solution
- A team familiar with client expectations



PROJECT STAGES

- In a global approach and with strong support from OWI
- 1st month: evaluation and experimentation
- Go / No go based on measured results
- 2 months from project to Go live



BENEFITS

- Shorter timeframes
- Taking account of priorities
- From the first day of the service's opening, reassignment of a proportion of agents to value-added tasks