



SPECIALIZED SOLUTIONS

# INSURANCE EXPERIENCE CENTER

REIMAGINING THE INSURANCE  
CUSTOMER EXPERIENCE

# WHAT YOUR CLIENT WANTS

When your clients call, no matter how big or small their account is, they want immediate service. They want someone to pick up the phone, answer their questions, and provide solutions. While you're bringing in new business, we'll be delivering to your clients an excellent service experience—one they'll want to renew every year. We infuse excellence into every aspect of the customer experience, from selecting staff trained in building relationships to optimizing processes with best practices, including Lean Six Sigma methodology.



# WHY THE IX CENTER MAKES EXCELLENT BUSINESS SENSE



Aligns incentives and investment in driving productivity and customer experience through performance-based commercial models.



Leverages our licensed Insurance Experience team to provide a focused and specialized customer experience, while freeing up your team to focus on higher value opportunities.



Enables you to provide industry-leading service experiences that enhance new and existing relationships and deepen your customers' engagement.



Reduces cost and effort associated with hiring, engaging, and retaining entry- and mid-level service staff.



Allows you to maintain and grow client engagement—without straining existing resources.

# ELEVATING YOUR CUSTOMER EXPERIENCE TO NEW HEIGHTS

## THE CHALLENGE IN DELIVERING STELLAR CUSTOMER SERVICE

Market demand for an exceptional customer experience has never been higher. At the same time, the consumer perceptions of service levels for insurance organizations is at an all-time low.

If your insurance organization is like most, you're probably struggling to profitably provide consistent, efficient, and superior levels of customer service across all your accounts.

## INTRODUCING RESOURCE PRO'S INSURANCE EXPERIENCE CENTER

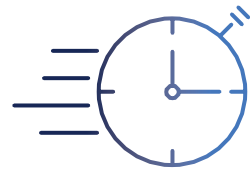
Our Insurance Experience Center (IX Center) in Lincoln Nebraska, is designed to deliver state-of-the-art customer experiences.

Serving as an extension of your organization, the IX Center seamlessly integrates cutting-edge processes, analytics, and customer service practices to support your clients throughout the insurance policy lifecycle.

## NEXT LEVEL CUSTOMER ENGAGEMENT

We're going beyond standard, satisfactory service; we're providing experiences that lead to real engagement, loyalty, and improved retention.

We dig deeper into what creates a positive insurance experience through measurement and data-driven insights. This allows us to focus on what really makes a difference for your clients.



# SOLUTIONS DESIGNED FOR THE INSURANCE INDUSTRY

All IX Center staff are insurance professionals, who receive multidisciplinary training, including call center excellence, process optimization, and insurance policy management.

## EXPRESS<sup>IX</sup>

This solution is designed to manage your commercial and personal lines books of business from A-Z.

For many organizations, managing these accounts is unprofitable. Through Express<sup>IX</sup>, we guarantee consistently healthy margins and higher service levels.

## CUSTOM<sup>IX</sup>

Customize the exact service center capabilities your organization requires to deliver improved outcomes across your business.



# EXPRESS<sup>IX</sup>

## End-to-End Solution

We deliver full-service account management for commercial and personal line accounts, as well as employee benefits.

## Licensed Services

Our licensed account managers professionally write, renew, and service accounts on your agency's behalf.

## Optimized Processes

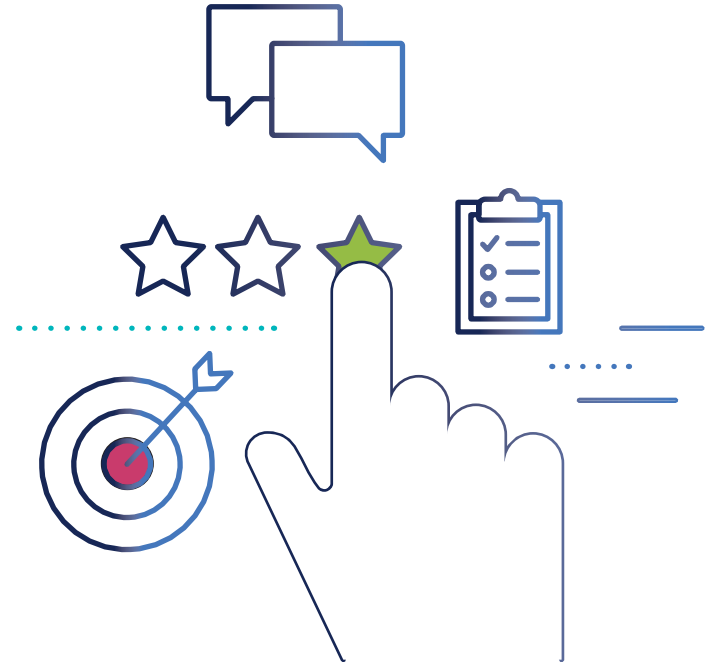
We draw from ReSource Pro's library of best practices to streamline and optimize workflows, to keep the focus on the customer experience.

## Responsive Communication

Whenever a policy holder calls, emails, or otherwise initiates contact, an IX Customer Experience associate responds as an agent of your agency, with a mandate to address any problem, question, or service request.

## Performance-Based Pricing

This solution increases your ROI through performance-based pricing models.



# CUSTOM<sup>IX</sup>

## Design-Your-Own Solution

Design your own customer care solution by selecting any combination of elements from our complete service offering in order to improve your customers' experience, increase their engagement and maintain loyalty.

Here are some of the services we provide to our clients:

### Retail Agencies

Account Manager Assistant Support (AM Assistant Call Centers), Catastrophe Claims Handling, Carrier Marketing Support, Premium Audit

### MGAs

Underwriting Support Call Center, Underwriting Assistants Support, First Notice of Loss

### Carriers

Claims Call Center, Commercial or Personal Lines Service Center, First Notice of Loss



## **ABOUT RESOURCE PRO:**

ReSource Pro brings to the insurance industry tools, technology and strategic services that enable profitable growth through operations excellence. Headquartered in New York, ReSource Pro's global service centers address client operational needs around the clock. Recognized as an industry thought leader and listed as one of Inc. 500/5000 Fastest Growing Private Companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships, and its unique productivity platform for insurance operations. Over 5,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

**[resourcepro.com](http://resourcepro.com)**

## **CORPORATE HEADQUARTERS**

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