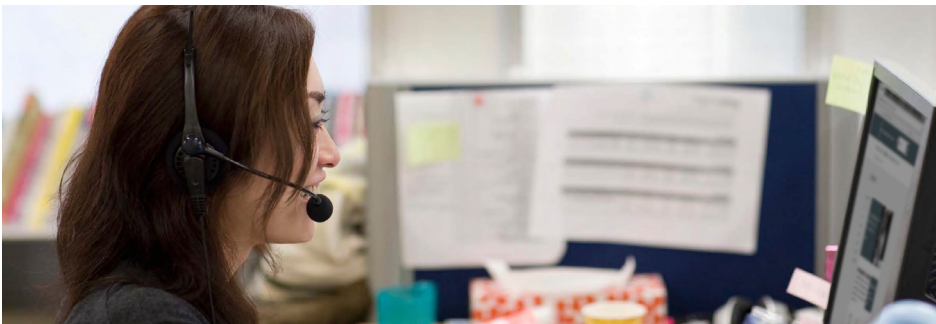




# Manage operational challenges with flexible staffing.

Insurance Staff Augmentation Solutions from Dell Services



## Your challenges

Both predictable and unpredictable factors can create present staffing challenges. Whether you have business continuity issues or seasonal surges in volumes, Dell Insurance Services can provide the professionals you need, when you need them. With cost-effective options and industry-proven best practices, we have the breadth and depth of experience to help you optimize operational performance and drive bottom line results.

## Flexible solutions to meet your unique needs

- Do you have particular periods of time, such as tax season or other special circumstances that stretch your resources thin?
- Do you need a large number of administrative resources immediately? Or would you like to augment your staff over time?
- Are your operational resources too expensive due to wage conditions in your geographic area?
- Are you running a campaign that requires qualified additional staff to support your business growth?
- Are you facing potential threat of a service disruption due to a disaster?
- Are you able to support the needs of your stakeholders such as new applicants, policyholders, brokers or agents effectively?
- Are you looking for specialized, seasoned professionals for a short period of time to help you improve your processes?

Ensuring that there are sufficient numbers of trained staff available to handle these crucial situations is a difficult challenge for all insurers. Add to that the challenge of ensuring adequate staffing during a business continuity event and the task becomes quite daunting. Dell Staff Augmentation Services places a pool of experienced, insurance-knowledgeable resources at a carrier's disposal.

Since 1991, we have provided third-party administration and business process outsourcing services to insurance companies worldwide.

## Key benefits and experience:

- Over 1,100 associates
- Over 3 million policies administered worldwide
- Global delivery model including service centers in Lincoln, Nebraska; Chennai, India; and Manila, Philippines
- 30,000 new business cases issued each month
- 2 million calls from customers to our call center

## Our capabilities

We understand your need to balance your cost structures and offer knowledgeable insurance resources at your site, at our Lincoln, Nebraska insurance services center, or at our offshore locations in Manila, Philippines or Chennai, India.

Our resources have significant experience on all levels of new business processing, policy administration, claims processing, auditing and customer service functions.

Our Staff Augmentation Services solution is designed to meet your project and budgetary requirements with professionals that have an average

of five to ten years experience. And because we maintain a database of the most experienced business process and technical personnel in the country, we can provide staff with the specialized skills you need.

We enable your operations leaders to:

- Meet service standards during periods of volatility in volumes
- Address critical business continuity issues
- Address the demands of key stakeholders – consumers and distributors

Team up with Dell Services to get the right people, at the right time, to help your business grow.



### Insurance Staff Augmentation Services

Unclaimed property audit support	Claims staff augmentation support (life, disability and health)	Call center staff augmentation support	Indexing, non-financial transaction processing	Inbound mail room/scanning
New business data entry	Eligibility and enrollment administration	Billing and premium reconciliation	Applications L1 support augmentation	Project management

Onsite / onshore / offshore deployment capabilities

Pool of seasoned resources

For more information about any of our service offerings, please visit [Dell.com/insurance](http://Dell.com/insurance) or email us at [insurance@dell.com](mailto:insurance@dell.com)



Scan or click this code to learn how Dell Services can help your organization.

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