



[ubiquus]

**Insurance Company**

**Call Center:**

Claims Transcription

Case Study

# The Client

A major **insurance company** specializing in motor vehicle coverage.

# The Objective

The client's call center receives 1,000+ car insurance claims daily. Each phone call is recorded on a digital server, hundreds of which are flagged as potential litigation matters often requiring an added measure of documentation in the form of a transcript.

They needed a **comprehensive transcription solution** that was not only **expedient**, but one that fit well into their budget, offered flexibility, **ensured accuracy**, and was **secure**.

# ★ Our Solution

We proposed an **end-to-end transcription solution** that seamlessly absorbed even the most **high-volume** days without disrupting the client's day-to-day claim administration process.

# ★ Our Solution

Put-into-effect, the proposed system enabled **hundreds** of daily flagged recordings to be **securely and conveniently uploaded and retrieved** by call center personnel at any time via Ubiquus' extranet. After being transcribed by **confidentiality- and NDA-bound transcriptionists**, the insurance claims were delivered on schedule to the client in the form of a transcript.

# ★ Our Solution

With 3 **flexible turnaround** options: same-day, 24 hours, and 48 hours, simple file transferring and storage, accommodating rates, and around-the-clock access to Ubiquus' **secure** extranet, the client's goals were met, they forewent having a team of in-house transcriptionists, and **cut yearly costs** substantially.

# Get in Touch

To learn how Ubiquis can make the process for managing **your** high-volume transcription requirements easier and more cost-effective, click below to send us an email.

[Email Us](#)



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