

Rapid increase in productivity

Faced with signing a large new contract, Mondial Assistance decided to find a solution which did not require the recruitment of new employees while still providing efficient servicing of all current clients. The main goal for the Polish branch, which was globally benchmarked at no. 1 or 2, was to improve their process efficiency even further.



We have changed our mindset – now we focus on optimization. When a new contract arrives we do not have to recruit new employees.

Tomasz Brożyna, Managing Director, Mondial Assistance

WHAT WAS IMPLEMENTED?

- An effective workload management system for the operational departments.
- Effectiveness, quality and cost indicators as well as tools for their monitoring (visual boards, plus daily, weekly and monthly reports).
- Newly optimized flow for one of the supported processes.
- Standardization of operational work.

RESULTS

- Improvements in quality.
- Enhanced control of external costs.
- Increased productivity.
- Elimination of waste from the process.
- Raised awareness of the employees in terms of costs, quality and productivity.
- Foundations laid for further optimization.

CONCRETE BENEFITS

- Lead times for the optimized process decreased – from 30 % to 50 %.
- 113 areas to optimize were identified in the process.
- The number of outgoing phone calls dropped by half in the optimized process.
- The number of e-mails to clients dropped by 30 % in one of the processes.
- The total external cost savings are estimated to be PLN 150 000 for the first year in one area of the project alone.

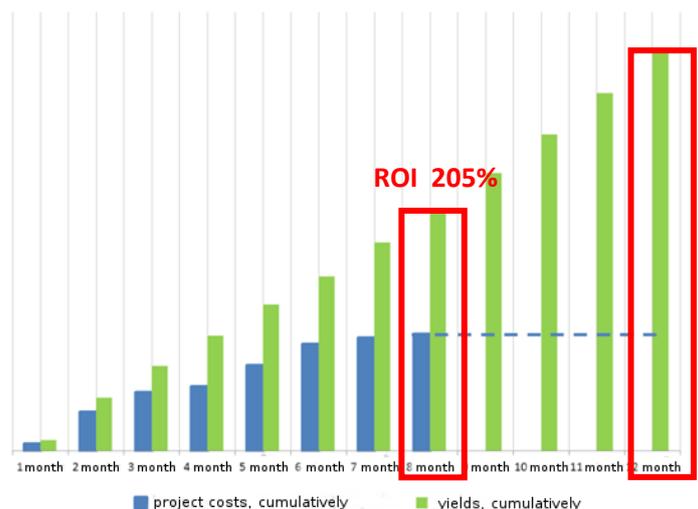
Watch the movie showing the implementation results



Mondial Assistance is a leading provider of assistance services and travel insurance on the Polish and international markets. Its Operations Centre deals with all types of assistance cases: automotive, health and domestic, providing services 24 hours a day. Mondial Assistance is part of the international Allianz Group, and has many business clients, including banks and insurance companies. The Polish branch is among the world's leading Mondial companies in terms of productivity and quality of services. Mondial Assistance is part of the international Allianz Group.

Financial return on invested capital (ROI) in the first year

ROI 347%



Do you want to know more? Contact us:
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