



Why One P&C Leader Keeps Coming Back to Teleconnected

Bill Motz is an experienced insurance product leader with more than 20 years of success building new businesses, leading and developing people, and improving systems to achieve revenue and growth targets. His experience includes managing and overseeing all aspects of the property and casualty insurance business, including product development, revenue, marketing, reinsurance, underwriting, and risk management.

In his current role, Bill consults with Logic Insurance Group, a Texas property and casualty MGA that serves approximately 700 agents. In the four years prior to working with Logic, Bill was the President and CEO of Diamond Specialty Insurance.

While Logic and Diamond are quite different, they have one thing in common: A lot of call volume. In both cases, Bill turned to Teleconnected for insurance-specialized support.

Helping Logic Navigate the Labor Crunch

When Bill joined Logic, it was clear the company was overwhelmed. It had grown its business, but it didn't have enough staff. "We had a great team of underwriters, but they didn't have time to focus on underwriting because they had to handle so many service and endorsement calls," he explains.

"Logic was planning to hire more employees. I suggested outsourcing to a business processing outsourcing (BPO) firm. It would be faster and less expensive than hiring," Bill explains.

For Bill, deciding which BPO to pick wasn't difficult. He had already used Teleconnected when he managed the personal auto program for Diamond. In that scenario, Teleconnected answered calls when independent agents needed customer service support.

Even though Logic needed homeowners insurance help and Diamond had used Teleconnected for auto insurance, Bill knew it wouldn't be a problem. The Teleconnected representatives are flexible and capable enough to handle multiple lines.

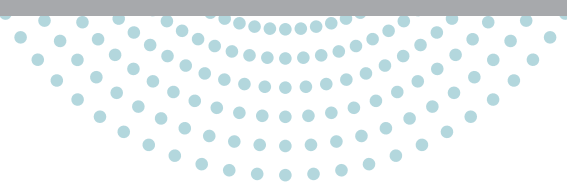
"The team at Teleconnected is very smart and capable of handling anything service related."

-Bill Motz, Logic Insurance Group



TeleConnected

Connecting at the Speed of Business



Building a Team

Although Bill thought he might have to travel to the Dominican Republic to handle training – something he'd done in the past with Diamond – this time, he was able to train the Teleconnected team remotely over Zoom. This made it much faster and easier to get started.

Initially, Logic trained the Teleconnected team on how to help policyholders find information, accept payments and respond to simple service requests. Since then, the list of tasks the Teleconnected team supports has expanded. Currently, Teleconnected handles 40% of all call volume, but Bill expects this to increase once the team starts managing endorsements.

As a result, Logic's employees aren't overwhelmed anymore. Now, they don't have to spend all their time answering phone calls, and they're able to focus on underwriting.

"Teleconnected has given our underwriters the freedom to do a better job," Bill says.

The quality of service has stayed high, too. Logic monitors the Teleconnected team, and call logs show exactly what's happening. Bill also stays in touch and coaches his team through periodic Zoom calls. Whenever he needs an adjustment, he lets the team know and they are very responsive.

Bill says there have only been two complaints – and both times, by listening to calls, he determined that the Teleconnected team had done nothing wrong. Teleconnected has also allowed Logic to expand its service window, which has made agents happy.

The Bottom Line

Bill estimates that Logic has saved around 30% by choosing Teleconnected over hiring more staff. Although the Teleconnected team acts like an extension of Logic, it's a different company with separate benefits. Not having to deal with the regulatory issues that come with hiring more employees has made it easier for Logic to continue growing.

30% Savings

With Teleconnected, insurers can avoid:

- Recruiting costs
- Benefits
- Workers' compensation insurance
- Payroll taxes

What to Expect

- Teleconnected is located in the Dominican Republic, where wage expectations are lower than in the U.S.
- Positions with Teleconnected are considered high paying in the Dominican Republic, meaning they attract educated and motivated workers whom you can train to represent your team.
- Teleconnected representatives can take on many tasks, including claims intake, customer service, underwriting verification calls, and payment reminder calls.