

Customer Facing Portal Offers Big Savings

Customer self service makes it faster and cheaper to meet customers' needs

Company

Specialty provider of workers compensation insurance

Business Pains

- Customer communication limited to snail-mail, email, and phone
- No online automation, no access to their system over the Internet

Solution

- Created a WebCenter Portal, leveraging ADF taskflows for integration and processing.
- Self-registration feature was implemented from scratch.
- Implemented Identity and Access Management security solution to support single-sign-on (SSO) functionality.
 - Security screens implemented are reusable for other projects.
 - Unique implemented solution for password reset by email.

Customer Benefits

- Automate user self-registration process
- Reduce maintenance time for customer care
- Significantly reduce number of calls to review policy details
- Paperless process yields up to \$300,000 savings

72% of customers prefer using a company's self-service functionality to answer their questions...*Forrester*



\$300K
in savings per year

Keste Innovation: Customer facing portal to automate self registration process and significantly reduce number of help calls

