



Insurance Business Process Outsourcing (BPO) Services



What is BPO? As defined by Gartner, BPO is the delegation of one or more business processes to an external provider that in turn owns, administers and manages the selected process based on defined and measurable performance criteria.

Advantages of an effective Offshore BPO Operation:

Focus: By outsourcing routine business processes the management can use the time saved to explore new revenue streams, accelerate other projects and focus on their customers.

Cost - Reduction: Outsourced services cost a fraction of US costs with a total savings of (20-30%) without compromising on quality.

Economies of scale: Productivity and quality improvements are realized by tapping into vast pools of resources that are specialized in a given skill. Infrastructure costs are lower as they are applied to a centralized resource group.



Exploit the Time Zone Advantage and reap the benefits of 24-hour work cycle: Outsourcing in India gives the benefit of 24/7 services. By exploiting the time zone differences, today's ideas can become tomorrow's realities.

JSC Global Solutions' Insurance BPO Offerings:

JSC Global Solutions has established a subsidiary company (Silgate Solutions Pvt. Ltd.) in India with state of the art office in Mumbai. Silgate is a "**best-in-class**" BPO facility with a **secure, scalable and recoverable infrastructure**. Silgate also employs world class talent, who undergo a rigorous screening process.

JSC Global Solutions is also prepared to design & implement seamless '**hand off**' processes required for integrating outsourced processes to non-outsourced mainstream business processes.

JSC Global Solutions offers the following Insurance BPO services by combining Silgate's capabilities & JSC Global Solutions' extensive proven experience in the Insurance industry.

- **Claim Intake:** Claim set up, coverage verification, validation of code values.
- **Data Cleansing and Scrubbing:** Validation & correction of location codes, body part codes and other claim code values.
- **Policy Processing:** Record Changes – Name, beneficiary, address changes.

Additional Information:

For more information on JSC Global Solutions, Inc., our BPO Services & information on other products and services, visit us at www.jscglobalsolutions.com or email us at info@jscglobalsolutions.com.