

GET INSURED EFFECTIVELY ELIMINATES DOWNTIME AND MEETS COMPLIANCE REQUIREMENTS BY ADOPTING EVOLVE IP FOR THEIR CONTACT CENTER.

PROBLEM

GET INSURED'S PBX AND CLOUD-BASED CALL CENTER SOLUTIONS EXPERIENCED DOWNTIME AND FAILED TO MEET MEDICARE REQUIREMENTS.

Get Insured was using CallTower as their PBX solution and Serenova as their cloud-based call center solution for their 63 agents.

Get Insured was experiencing frequent downtime with CallTower, which was inhibiting internal communication. Also, Serenova was failing to meet the needs for Medicare's procedural requirements.

Medicare only allows agents to enroll people in a new plan if they placed the call directly, inbound, with that same agent. Many of the calls are forwarded or redirected, so during the course of a conversation, if an agent needs to enroll a person, they must provide their direct line for them to initiate that direct call. During peak hours, Get Insured agents were automatically being rerouted via Serenova to new callers.

This was problematic because they were connected with a new caller before the person they were helping previously could dial them back directly in order to complete enrollment. The Serenova platform simply did not have a solution for this issue.

SOLUTION

EVOLVE IP HAS SIGNIFICANTLY REDUCED PBX DOWNTIME AND HELPS ENSURE GET INSURED STAYS COMPLIANT.

Get Insured settled on Evolve IP to replace both CallTower and Serenova. They now use Evolve IP's Unified Communications solution for desk phone provisioning as well as the ECS platform for their contact center."

Evolve IP has "significantly reduced" PBX downtime compared to CallTower, according to Yannick Deville, Get Insured's Senior Contact Center & IT Support Engineer. "Evolve IP has been up about 99%. And that 1% downtime is the result of extenuating factors, nothing related to Evolve IP software," Yannick said.

Evolve IP's ECS software also solves the issue Get Insured was having with people dialing direct calls to agents during peak call times with the Load Allowance feature. "Now we can create a Load Allowance for each agent, so they go into a 'ready' status. This means they can only receive a call from a consumer who is directly dialing their extension at that time," said Yannick.



YANNICK DEVILLE

Senior Contact Center and
IT Support Engineer

“The ECS platform is great. What's even better is that they take input from their consumers. They are looking to improve the product, improve the experience, and offer more features. They are always looking to add something that gives value back to all their customers.”



THIS CASE STUDY IS
BASED ON AN AUTHENTIC
3RD PARTY INTERVIEW

RESULTS

ECS AND UC
IMPROVED
EFFICIENCY AND LED
TO 99% UPTIME.



HIPAA COMPLIANT CALL RECORDINGS

HIPAA requires call recordings to be securely encrypted and stored indefinitely. Evolve IP set up an SFTP push that immediately uploads recordings to Get Insured's server, encrypted and safely stored for posterity.



UNIFIED SOLUTION

ECS and UC replaces both Serenova and CallTower. The unified solution improved efficiency, decreased missed opportunities with ECS' Load Allowance functionality, and led to 99% uptime.



LOCATION

Get Insured has up to 65 agents during peak season across 3 locations in Mountain View, CA, Phoenix, AZ, and Atlanta, GA.

INDUSTRY:

Health insurance brokers

CUSTOMER PROFILE:

Get Insured is dedicated to what they call their "double bottom line." They want to do well — and do good. They are creative entrepreneurs building an innovative business that delights their customers. At the same time, they know that their work is about more than just numbers. They are here to help customers ease their worries, save money, and take care of their families.

WHY BUSINESSES CHOOSE EVOLVE IP

Employees can Work Anywhere™ with Evolve IP. We take the tools you'd typically use at the office, like a phone and the apps on your desktop, and deliver them from a single portal that users can access on any device, anytime, anywhere. This enables employees to be more productive and collaborative, and to contribute to the business while still being present for the other important parts of their lives. Evolve IP makes businesses and their people more secure, more mobile and makes IT much easier to manage.

