



Transforming the policyholder experience while mitigating risk



"Beyond cost savings, the cloud can help create a differentiated customer-experience, improve claims efficiency, and allow for better use of data."

- **Danielle Presutti**,
Insurance practice lead
Accenture, europe

"It's encouraging that insurers are taking thoughtful steps to develop an effective cloud strategy. Now they need to accelerate those efforts and make transitioning their core platforms a priority."

A recent Accenture survey* of the top European Insurers found the following:



are preparing to transition to the cloud because they want to:

- Achieve cost savings
- Gain greater visibility
- Demonstrate greater control



have "mature" policies on cloud-related security.



have completed a planning process for cloud security.

Risk/reward.

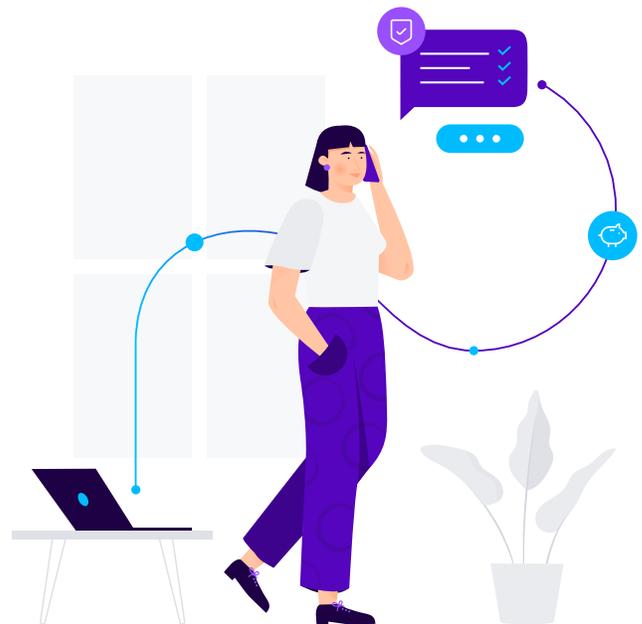
The risk/reward ratio is a time tested calculation used to measure the benefits and costs of risk. Insurance firms are always carefully identifying and quantifying risk. The premium is the calculated value an individual or a company is willing to pay to protect themselves from downside risk. However, the upside potential is usually uncapped, hence greater risk = greater reward. At Talkdesk, we understand that providing superior policyholder service while also mitigating risk is of the utmost importance. Our secure enterprise-grade platform helps carriers ensure they retain all the upside, while also protecting firms from the downside risk by leveraging our Talkdesk CX Cloud™ which has:

- Talkdesk Guardian™, a solution that protects policyholder data with the ultimate risk management solution
- 30+ Security Certificates (compliance with GDPR, P2D2, MIFID 2, etc.)
- 1,800 Clients in 75+ Countries
- Leader Recognition in both Gartner Magic Quadrant & Forrester Wave
- \$3B valuation (at close of \$143M Series C in Jun '20)

Insurance industry focus.

At Talkdesk, we understand the Insurance industry. We have deeply invested in building a strong industries strategy focusing on Financial Services and Insurance, with an experienced team of industry strategists and practitioners that have helped insurtechs such as Lemonade & Root thrive in the industry as well as larger established carriers and agents such as Aon.

Our Insurance solution delivers value to global insurers on **three key metrics** that will not only mitigate costs and risk in your contact center, but also grow your profitability:



1. Revenue per policyholder.

Revenue per Policyholder is a simple key performance indicator (KPI) that measures the amount of revenue generated by the insurance firm, per policyholder serviced.

REVENUE PER POLICYHOLDER



Why Talkdesk:

Talkdesk's solution integrates into your core policy administration system and claims processing systems (e.g., Guidewire, Majesco, Applied, etc.) to enable your agents and your licensed contact center personnel with the right policyholder data and interaction history to confidently offer your policyholders suitable insurance products and services, thus increasing revenue per policyholder upwards of 10%. The FNOL (first notice of loss) is the optimal moment of engagement to help your policyholders (individual or business) consider additional protection and insurance to prevent future losses.

2. Average time to settle a claim.

The Average Time to Settle a Claim KPI measures how long it takes – on average – to settle insurance claims for each type of policy your organization offers. Each insurance policy will have different claim periods, and may vary quite a bit in terms of how long it takes to settle that particular claim.

AVERAGE TIME TO SETTLE A CLAIM



Why Talkdesk:

Talkdesk's CX Cloud solution enables managers to ensure their agents are efficient and engaged with its Customer Engagement, Workforce Engagement, Enterprise Collaboration, AI & Knowledge, and Analytics & Insights, all on a single unified platform. Talkdesk Guardian ensures the highest data privacy, whether your agents are in office or remote. Additionally, Talkdesk has out-of-the box P2D2-compliant APIs that connect to your on premise and cloud systems to facilitate faster processing and settlement. Our AppConnect API store has dozens of partner APIs for Telematics, IOT, PCI-compliant payments and video conferencing. Talkdesk's agility and configurability makes it easier and faster to close a case while reducing fraud, errors and subsequent delays.

3. Renewal/retention.

This measures the number of customers who continue coverage after the initial term has expired.

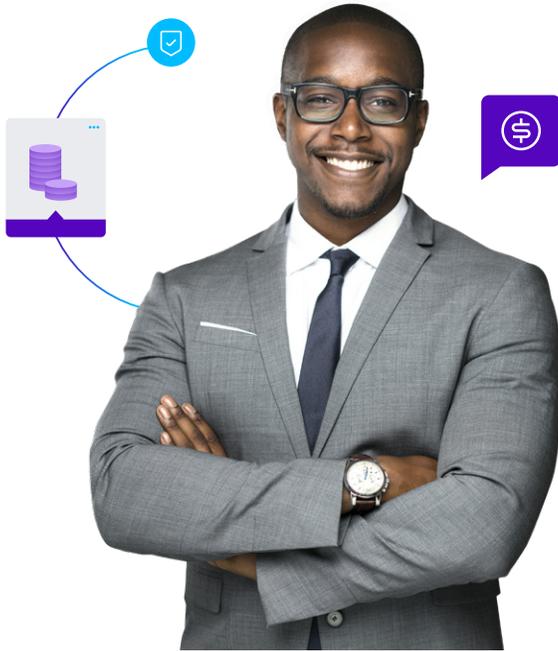
RENEWAL/RETENTION



According to an article posted by [The Independent Insurance Agents of Dallas](#), the average customer retention rate within the insurance industry is 84%.

Why Talkdesk:

Retention is very cost effective. Many studies have shown that \$1 paid towards customer retention increases profits by more than \$5 spent on new acquisition. Leveraging our end to end CX Cloud solution ensures more seamless customer experiences across all channels - mobile, chatbot, phone, or in person. The costs spent on delighting your policyholder can lead to nine-figure premium revenues.



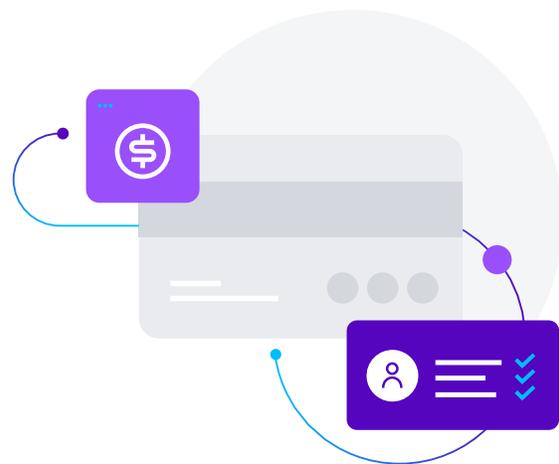
Innovators and partners.

At Talkdesk, we have been recognized by Gartner and Forrester as innovators in contact center as a service. We have built a cloud native end-to-end global customer experience solution that combines enterprise performance with consumer simplicity, enabling higher customer satisfaction, productivity and cost savings for the Insurance Industry. Our CX Cloud solution has powered small InsurTechs into large global Insurers with multi-billion dollar market-caps.

We are **partnering with global insurance firms to define the next generation of KPIs** - to move quickly, adapt precisely and delight their policyholders in the new digital normal. By cultivating data from billions of interactions, Talkdesk IQ leads to actionable discoveries and insights which drive predictive recommendations and optimize agent and contact center efficiency.

In our current climate, it's become more difficult than ever to service policyholders.

Join us on our mission to transform the policyholder experience while helping firms like yours mitigate risk. Together, we are leading a revolution that is changing how carriers and agents interact with their policyholders.



*Source: Accenture survey of top European insurance companies

For more information, please join us at: [Talkdesk Financial Services](#) to learn more about how Talkdesk is helping insurance firms like yours succeed.