

Intuitive Responsive Web App for World's Leading Device Insurer

The client is a leading provider of smartphone device protection who experienced heavy call volumes and low First-Pass Yield, because customers were frustrated with a non-responsive web claims application.

OFS digitally transformed the web claims processing app into a multi-tenant, configurable, responsive web app with integrated VoIP.

Business Benefits:

- 5% improvement in FPY produced \$1.5M in annual labor savings (1% = \$300K CSR labor savings)
- \$400K/year savings in new carrier onboarding costs



Key Highlights

- The application was delivered to production as planned in spite of a major technology change from .NET to Java halfway through the project.
- The app rolled out to AT&T, Verizon and Cricket carriers successfully in 2014 under an OFS partnership.
- OFS introduced, trained and drove adoption of Agile best practices.
- An admin. tool was developed to manage configurations.

Technologies

- Java, JBoss, Apache Tomcat, Maven, Ant, Apache CXF, Selenium, SQL Server, Oracle, Selenium, AngularJS, Spring Boot