



CASE STUDY

Delivering Market-Leading Tier 1 Support for Connected Device Customers



The CHALLENGE

A Tier 1 U.S. mobile carrier needed a support partner capable of managing complex, high-touch customer service for new product lines in the connected home and connected vehicle categories. These offerings involved advanced monitoring, smart home integration, Wi-Fi connectivity, and fleet tracking. The carrier required a partner that could scale fast, integrate seamlessly with internal systems, and consistently deliver high customer satisfaction .

The GOALS

Deliver comprehensive Tier 1 technical support for smart home and vehicle services

Maintain strict adherence to service level agreements (SLAs)

Provide a seamless customer experience across residential and small business segments

Drive high CSAT and NPS to support brand loyalty

ASSURANT'S APPROACH

Assurant deployed dedicated U.S.-based teams trained in smart home ecosystems and advanced connectivity. Our team was granted full access to the client's systems, enabling seamless troubleshooting across billing, devices, and apps. Custom training programs ensured deep product fluency, while AI-powered tools supported real-time resolution, upselling, and sentiment-based coaching.

The RESULTS



100% SLA adherence across both product lines

NPS: 85 average

CSAT: 96%
(smart home)
93%
(vehicle/fleet)

FCR: 90%+
with a total resolution rate exceeding 98%

Seamless support across both **consumer and business segments**