



CASE STUDY

Scaling Call Center Support With 100% SLA Adherence



The CHALLENGE

A global financial services provider wanted to transition both Tier 1 customer service and Tier 2 claims support from internal operations to a trusted partner, without disrupting service during a high-growth period. The program required rapid scale-up and compliance with financial industry standards while maintaining world-class service.

The GOALS

Seamlessly transition Tier 1 and Tier 2 support over an 8-month period

Maintain 100% SLA adherence throughout the rollout

Support consumer banking customers with high service expectations

Enable future scalability as program needs grow

ASSURANT'S APPROACH

Assurant stood up a blended customer service and claims operation, staffing with 100 agents and 60 adjusters at launch. We implemented custom training tailored to the client's product ecosystem and leveraged our hybrid contact center model to deliver stability and flexibility. We ensured full compliance while building capacity to scale to 220 agents and 90 adjusters by mid-2025.

The RESULTS



100% SLA adherence throughout the implementation period

Seamless service transition with no customer disruption

Positioned for expansion to support **>200 agents and 90 adjusters**

Delivered stability, CX consistency, and strong compliance in a regulated environment

