



# ACTEC RESULTS | CASE STUDY

## 1 | PROVIDING INTAKE ON A CLIENT APPLICATION

### THE PROBLEM

When a Human Resources administration service company developed an in-house absence management system last summer, they wanted their previous after-hours call center vendor to enter claims directly into the new application. The vendor refused, offering instead to develop a custom intake solution – at the client’s expense – of their own. Without an intake service, the client risked alienating their most important customer accounts.

The client came to Actec with two absolute requirements: 1) use the newly developed application and 2) start within nine days!

### THE SOLUTION

Each of the client’s accounts – primarily large, Fortune 500 companies – require special handling, from caller authorization to terminology, that is not provided on the intake system, so training and manual documentation was extremely critical. The client provided on-site training during the week before the Saturday deadline. Actec prepared workstation manuals and developed backup intake forms to use during nightly system maintenance downtime, for subsequent reentry.

With an intensive week of training, manual preparation and connectivity and user setup, we opened our phone lines right on target. The client plans to extend coverage to daytime overflow in the near future.

Factors contributing to Actec’s success were:

- Our Intake Specialists could call on their familiarity with a broad client base in the absence management, FMLA and disability arena, to minimize training time.
- Actec already had extensive experience in providing intake services on client applications.
- We have an agile organizational, with the flexibility to implement a complex client on a short timeline.



### ABOUT ACTEC

ActecSystems is a leading provider of claim reporting for the insurance industry. Actec is dedicated to providing solutions for commercial and personal insurance carriers, self-insured companies, third-party administrators, and managed care organizations. Actec’s value-added solutions help clients control their costs, gather accurate and timely information and work productively through the claim administration process.



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