## sona. Insura NO vner ers need 0 Insui nee ne rk w atte σ <u></u>. red . م ပ TOP FVE REASONS WHY INSURANCE COMPANIES ARE **PRIORITISING THEIR KNOWLEDGE STRATEGY** ers oat ered my uo. nce loes on My How luch What workers rance owners irchase is an hat is loes mployee When do ow does

Ver

**62%** of customers switched their insurance carrier

as a result of

service.

poor customer

state

their insurer to information on their policies.

of customers surveyed said it was very important for provide clear

 $2/_{3}$ 

of respondents said they were very satisfied with their insurers' policy information.

ONLY

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of insurance companies have invested in knowledge to improve improve self-service.

**59%** 

trom

**\$1.3** Trillion

verint versa

of revenue up for grabs to companies offering superior customer experience in **US** 'switching economy'.

KNOWLEDGE EVERYWHERE, AS A SINGLE SOURCE OF TRUTH, DRIVES EFFICIENCIES AND ROI, OFTEN RESULTING IN MILLIONS OF POUNDS WORTH OF BENEFIT

12%

increase in satisfaction due to fast, accurate, contextual retrieval of knowledge

## 40%

reduction in inbound emails due to easy access to information



25%

head count shift away from low-value calls due to knowledge delivering great self-service experience



"Insurers must match their channel focus to the preference of their customers, it is imperative for insurers to keep their technology environments updated to retain their end users".

"Insurer IT spending is on track to increase almost 5% year on year".

SMA

"Many insurance companies are simply not equipped to deliver, across multiple channels, the integrated service and complete information consumers expect".

Wipro







**Barclays** 

ΕY



VERINT **VERINT** transversal