



Business Process Optimization (BPO) Outsourcing Solutions





Outsourcing solutions

Euro-Center provides scalable, compliant and high-quality Business Process Outsourcing (BPO) solutions, tailored primarily to the insurance industry.

Our services enable insurers and partners to expand operational capacity, control costs and maintain service excellence, while ensuring full regulatory compliance and transparency.

BPO solutions are delivered through centralized operations and standardized procedures, either within Euro-Center systems or directly within our clients' own environments.

Global service delivery and local presence



Why outsource

BPO solutions enable companies to continue to provide high-end services in times where own capacities may be stretched.

Benefits include

- Focus internal resources on key activities
- Significant labour cost savings
- Scalability opportunities; potential for coverage of seasonal peaks
- Multiple mother tongue language options
- Flexible labour force

Why outsource to Euro-Center



Flexible delivery models

Euro-Center offers flexible geographic delivery models to meet client requirements:

- **Delivery outside the EU** - Cost-efficient outsourcing hub in Cape Town, South Africa, offering multilingual and highly skilled resources.
- **Delivery within the EU** - Nearshoring solutions from EU locations in Katowice, Poland, ensuring regulatory alignment and proximity to European markets.
- **Hybrid delivery** - Tailor-made solutions combining offshoring and nearshoring for optimal efficiency, scalability, and compliance.

What do other companies do? Cape Town outsourcing example

Cape Town is a locally promoted and globally recognised, high-end outsourcing hub for the insurance as well as other industries, offering cost-efficient and multi-lingual BPO services such as claims handling, policy administration and customer contact centres.

No time zone difference with Europe.

Large corporates such as Amazon, Lufthansa, Swiss Air, AT&T, Dell, Qantas use Cape Town as outsourcing hubs for their business and services.



BPO services scope

Euro-Center delivers a comprehensive portfolio of BPO services designed to support claims handling, policy administration, payments and customer interaction throughout the insurance value chain.

Claims handling & BPO services

Our Claims Handling & BPO solutions support insurers with end-to-end outsourcing of reimbursement and administrative claims processes, ensuring accuracy, consistency and policy-aligned decision-making.

- Travel Claims Handling – End-to-end handling of travel insurance reimbursement claims including cancellations, delays, luggage issues and emergency expenses.
- Medical Claims Handling – Processing of medical reimbursement claims with medical coding, invoice audits, and assessment of medical necessity.
- Complaint Management – Structured intake, investigation, response drafting and reporting of complaints in line with regulatory standards.
- Claims Audit & Quality Assurance – Independent reviews of claims accuracy, compliance, documentation and workflow performance.

Policy administration & customer services

Euro-Center provides outsourced policy-related customer service and administrative support following policy sale, closely integrated with claims processes where required.

- Policy-related customer enquiries via phone and email.
- Explanation of coverage, benefits and policy conditions.
- Support with policy documentation, certificates and administrative changes.

Contact centre & communication services

- Call handling services for claims-related and policy-related enquiries.
- Email handling services including documentation follow-up and claim correspondence.
- Escalation management and full documentation of interactions.
- Claims Audit & Quality Assurance – Independent reviews of claims accuracy, compliance, documentation and workflow performance.

Payment services

Euro-Center supports secure and efficient payment processing through:

- Reimbursement payments to claimants.
- Provider invoice payments where authorised.
- Preparation and transmission of payment data files to client systems.

One partner. Complete solution.

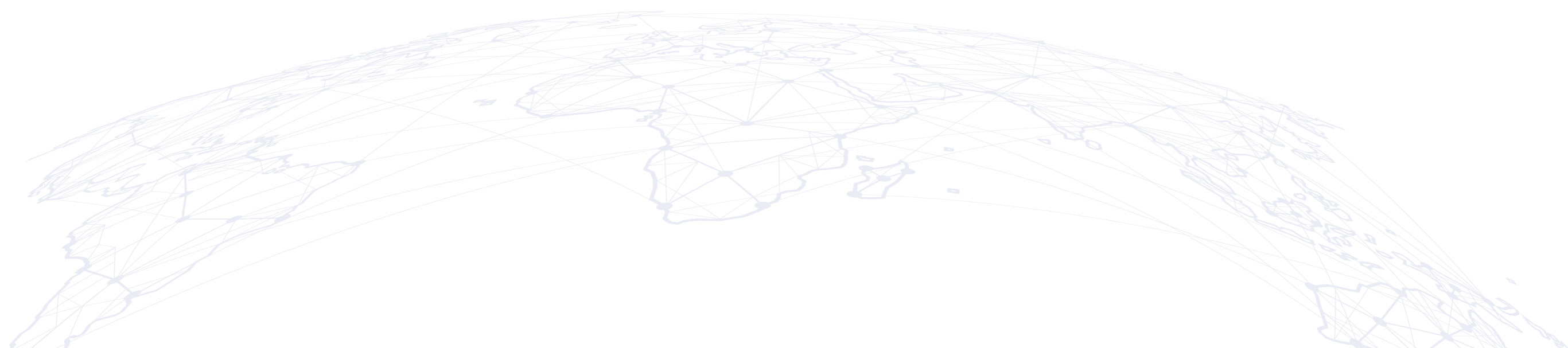
By partnering with Euro-Center, clients benefit from a single contractual framework, consistent quality standards, multilingual expertise and scalable BPO solutions tailored to evolving business needs.



We speak your language

Specialised and qualified service specialists

- 500+ claims and insurance specialists. 250+ BPO specialists
- BPO staff with industry and product specific experience where possible.
- Experience in different claims systems enabling our teams to work in clients' proprietary systems.
- Service location and language solutions are implemented according to clients' requirements and local availability.



Quality assurance

Extensive quality control measures are in place to monitor and evaluate the performance of the BPO operation, incl. regular audits, KPI monitoring, quality checks, and benchmarking.

Standards are aligned and set in accordance with the client's requirements and expectations.

- Claims, payments, and communications audits on a weekly or monthly basis depending on the customers' requirements.
- Continuous individual staff evaluations, spot checks of all staff's standards and productivity.
- Individual staff KPIs and goals to continuously motivate productivity improvement.
- Language capabilities checks.
- Brush-up training provided ongoingly and per request.
- Full data protection compliance (e.g. EU GDPR) and service scope according to local regulations. All Euro-Center offices follow its shareholders internal guidelines, guaranteeing international and local compliance.

Reporting tools

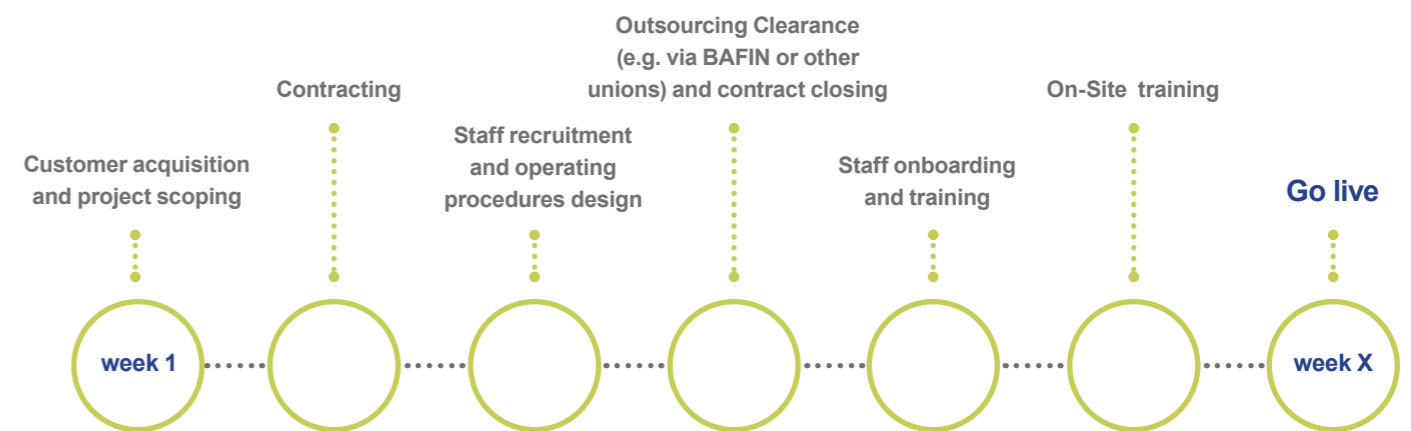
- EC's claims system enables access to extensive reporting solutions.
- Power BI reporting solutions specifically designed for the insurance industry requirements.
- Genesys telephone systems and extensive call statistics available.

Project implementation timeline

The implementation time is project dependent: languages, type of BPO, type of staffing etc.

Euro-Center follows an extensive guideline incl. checklist to ensure all client demands are adequately understood and documented and services can be delivered according to clients' expectations.

Onboarding timeline example



EC Group BPO facts in numbers:

Outsourced claims/year:
129 000

Outsourced customer service calls/overflow assistance calls:
67 000

Current BPO project language capabilities:

Key languages provided are **English, German, Italian, Danish, Swedish**.
Additional languages possible.



**One partner,
complete solution.**

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Local Assistance - Worldwide

