



Outsourcing solutions

euro-center.com

EURO-CENTER
Local Assistance - Worldwide





Outsourced solutions.

Cape Town.

Claims and customer service solutions

Clients who outsource to Euro-Center benefit from extensive languages and industry skilled staffing solutions that are cost effective. They can focus their internal resources on core business functions, without compromising customer satisfaction.

Outsourcing solutions can be implemented at any of our Euro-Center locations worldwide.

Insurance niche services:

- Medical claims handling: complex and simple.
- Travel claims handling: luggage, ticket cancellations, travel interruption, credit card claims.
- Insurance customer admin services: certification, customer service calls, complaints management.

Outsourcing from other industries can be considered based on required solutions.

- White labelling solutions.
- 55+ years' experience in medical and travel health care services, ncl. travel- and IPMI insurers. Our 11 regional offices further provide complex emergency medical assistance and provider network solutions globally.

Current language capabilities: English, German, French, Italian, Swedish, Danish, Polish, Flemish (Afrikaans). Additional language solutions can be implemented as required and based on local availability.

Why outsource?

- Significant labour cost savings.
- 20-30% average project savings.
- Scalability opportunities.
- Prices fixed in EUR or USD.

Specialised and qualified service specialists

- 300+ claims and insurance specialists. 70+ in Cape Town.
- Qualified employees with industry experience.

Capability to work directly in clients' proprietary systems, i.e., swift onboarding ability.

- Tailor-made outsourcing solutions: We create a solution suited for the client.

Cape Town: a recognised, high-end outsourcing hub for multi-lingual claims handling and customer service.

No time difference for European customers. Daytime when Australia and New Zealand is out of office.

Amazon, Lufthansa, Swiss International Air, AT&T, Dell, Qantas all use Cape Town as outsourced solutions location for their type of services.

Reporting tools

- Experience in multiple claims systems.
- 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.

Quality control

- Comprehensive training, control, and monitoring in place.
- Team leader and supervisor structures.
- Payments and communications audit.
- Continuous individual evaluations, spot checks of all employees.
- Full GDPR compliance.

"With great commitment and constant exchange, we were able to find a reliable partner in Euro-Center Cape Town to expand our team."

– German travel insurer





Local
Euro-Center



Medical Assistance
Center



Euro-Center
Holding

EC Group year 2022 in numbers

Number of Paid Invoices

150,103

Savings %

17 % and 42 % (in the US)

Number of Paid Providers

10,507

Total Payments

€118,437,849

Total Savings

€30,316,271

Outsourced claims/month (Cape Town)

6,000+

Outsourced customer service calls and overflow assistance calls (Cape Town)

4,000+

One partner, complete solution.

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