KM² Solutions

'TIER ONE' SERVICES

- Customer Care
- General Inquiries
- FNOL
- CAT Support
- Claims Management
- Policy Management
- Commission Management
- Access Issues
- Billing Inquiries
- Credits/Refunds
- Select Policy Changes
- Pay Plan Changes
- Other Back-Office Support

Omni-Channel

INDUSTRY EXPERIENCE:
INSURANCE

KM² Solutions provides best-in-class outsourcing services for some of the biggest names in the U.S. insurance industry. Whether it be policy management, managing claims, or bundling services, insurance companies require a personal touch at every interaction to enhance customer experience and drive brand loyalty.

KM² can manage all 'Tier One', In-Scope Bilingual Voice and Chat transactions. Automatically filtered through Interactive Voice Response (IVR), all Out-of-Scope requests transfer directly to an internal licensed rep or local insurance agent. On average, more than 75% of all incoming Voice and Chat transactions fall In-Scope and can be handled directly by KM² agents.

Voice/Chat IVR Routing:

Customer Voice/Chat → IVR (Interactive Voice Recognition)

Tier One → KM² Agents

Captive → Licensed Agents

Average Handle Rate: Over 75%!

KM² manages complex tasks while driving performance, cutting costs, and improving customer service standards so clients can focus solely on regulatory or state-specific tasks that require licensed agent interaction.
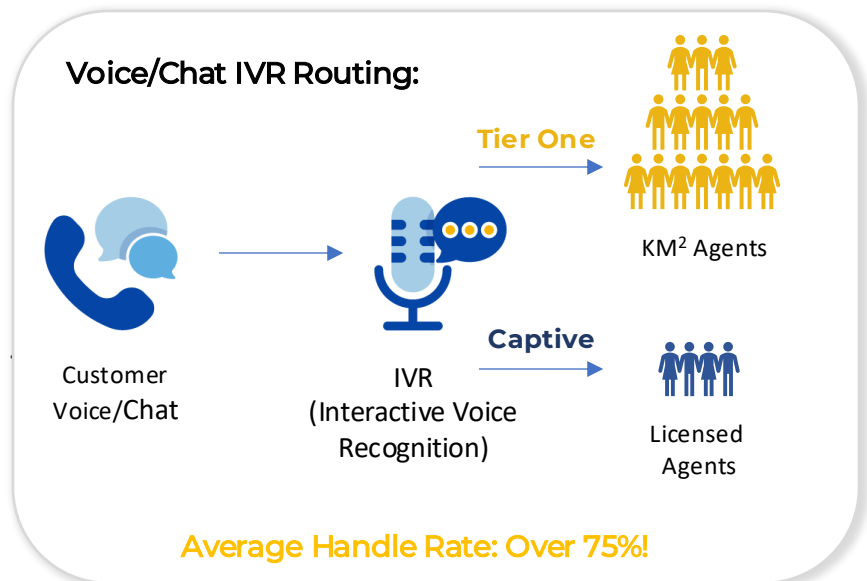
Why KM² Solutions?

KM² Solutions is an award-winning BPO with over two decades of experience operating an exclusively nearshore strategy throughout the Caribbean and Latin America. The company provides clients with a host of outsourcing solutions, including customer care, receivables management, technical support, sales & marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes an annual SOC 2 audit, and has a Compliance Management System that aligns with the FDIC.

For more information, please contact the Sales Team:

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