

HOW TO ADOPT A COMPLETE CUSTOMER CENTRIC STRATEGY IN THE HEALHCARE AND INSURANCE SERVICES



NEURON EMBRACED MULTICHANNEL ENGAGEMENT WITH ALTITUDE XPERIENCE ENGAGEMENT





Supports callers in Arabic, English, Tagalog, Hindi, Urdu, Eritrean, Pushto, Malyalam, Punjabi, etc





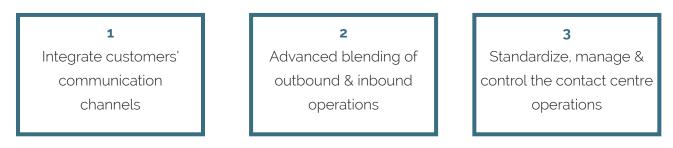
"NEURON continually strives to exceed customer expectations by providing superior service and innovative business solutions in the areas of healthcare and insurance services. We relentlessly focus on Member satisfaction, that is combined with deep medical expertise and built on a solid foundation of advanced IT infrastructure, with the aim of achieving cost-containment via a healthier population."

Mohammed Mubarak Al-Mutaiwei - Chairman, NEURON





NEURON was looking for a solution that would allow them to:



WHAT WE ACHIEVED

- Increased first call resolution
- Boosted member satisfaction
- Made our medical contact centre operations far more efficient
- Reduced learning curve due to the simplicity of end user application interfaces



As a result of these achievements, Neuron was recently honored with a **MENAIR Insurance Award** for best claims management service provider

"We required a solution to unify our medical contact center procedures in order to streamline our service, boost customer and member satisfaction. (...) We looked comprehensively at the market and selected an Altitude Xperience Engagement solution because it offered a truly "all-in-one" customer interaction management solution for our Medical contact center. In addition to integrating the contact center in the whole customer experience, Altitude also has a strong local support presence in the United Arab Emirates."

Dr Ali Qasim - Helpline & Policy Manager, NEURON.

CONTACTS

NEURON www.neuron.ae Altitude Software www.altitude.com