

# A FITTING REPLY



To use technology for handling repetitive tasks such as acknowledgement of correspondence is very common. Several software solutions, that are not so costly, are available and can be used by SMEs to sort their routine administration and customer service related tasks.

SMEs can actively identify such tasks within their enterprise and involve a technology vendor to bundle them in a logical process flow. This will help them streamline processes and increase efficiency without incurring heavy costs

## Contact Us

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Category: Process Improvement

*How we adopted open source technologies to improve the query handling and response mechanism at an Insurance Third Party Administrator (TPA)*

Our client is a TPA that liaison between the Insurance companies and the claimants. The process at our client is such that each claimant needs to register on the client's website to file the claim. As a consequence of this process there were lot of emails being exchanged at all times – emails between claimants, agents, the client company, the regulatory agencies and the insurance companies. Our client's dilemma was between a robust mailing solution and the rising costs that it will bring along due to increased number of users.

We recommended, implemented and then supported Zimbra Collaboration Suite – Open Source Edition. Zimbra is one of the best open source email collaboration platform. The implementation and support costs of Zimbra were much lower when compared to proprietary mail solutions.

Further given the mail volume, the client was facing difficulty in acknowledging each mail and feared mail loss / inefficiencies in replying back to the claimant. After studying the problem, we developed a customized solution that helped the client to auto acknowledge each email by replying back with a system generated unique code. Further based on some pre-defined parameters emails were routed to relevant department.

As a result of this, the client was able to get rid of its perennial problems at lower costs. Post implementation, both Zimbra Mail and the auto acknowledgement custom solution is supported by us.

We are happy to solve your process related problems through adoption of open source technology. Have questions about how we can help? We are just a phone call away on weekdays and accessible via email at all times