



covenir
BETTER PROCESS OUTSOURCING

BUCKEYE
INSURANCE GROUP



Building Upon a Trusted Relationship

Covenir Delivers Speed to Value to Buckeye Insurance by Expanding Insuresoft Relationship to BPO

For insurers, finding a BPO partner can be a strenuous, time-consuming process. This important piece of the business needs to be completed by a partner you can trust, has the right systems in place, efficient operations, and who utilizes insurance experts to facilitate the processes. Building upon the relationship with Insuresoft, Buckeye was able to expedite the vetting process by selecting Insuresoft's trusted partner Covenir.

Outsourcing Print. Reducing Costs.

Buckeye Insurance, a longstanding Insuresoft client for core system processing, leveraged Covenir to reduce BPO costs, increase speed of delivery, and gain efficiencies. Buckeye approached Insuresoft's partner, Covenir in spring of 2017 when they realized that BPO costs were exceeding the value of having print operations managed internally. Through outsourcing BPO, Buckeye could eliminate print equipment costs, reduce office floor space requirements, take advantage of Covenir's bulk volumes for inventory purchases and our bulk pre-sort postage rates.

BPO Offerings

We offer a full range of back-office support and operational services. These services can be used individually, or as a full 'turnkey' back office solution.



Customer Service Support



Premium Support



Underwriting Support



Print & Distribution Support



First Notice of Loss



Campaign Management

Speed of Delivery

By building upon the already trusted relationship with Insuresoft, the BPO services agreement process went quickly and smoothly. The contract process was completed in one week and we went live one month from signature. This is also a testament to our flexibility yet accountability, as we can be ready as needed to be your full service 'turnkey' back office solution or to provide on-demand individual solutions.

Print Peace of Mind

Buckeye can rest assured knowing that Covenir takes advantage of best practices for future process improvements, including barcoding customer specific forms. Our business interruption and disaster recovery procedures eliminate the worry of communications being delivered on time. Our specialized and experienced staff removes the headache of needing to manage and complete this work themselves. Buckeye can now focus on building their business, and we handle the rest.

An Extension of Your Team

Covenir works together with your teams beyond the IT staff. The Buckeye underwriting staff sends Covenir ad-hoc special handling requests for documents, including document pulls and aggregations. We are just a phone call or email away to assist with any special requests that may have come to your internal print operations team.

By leveraging our existing relationship with Insuresoft, and combining that with the experience of the Covenir team, we were able to plug into the BPO services rapidly. The transition from our legacy process to our new standard was seamless, intuitive, and is already paying huge time-saving dividends for our employees."

Brian Minnich
IT Manager at Buckeye Insurance

