

Providing effective solutions to your consumer data problems

Consumer Net are a claims management company, specialising in winning back unfair PPI charges from banks and financial institutions. Every month they process up to ten thousand claim applications on behalf of their customers.

The Challenge

- With hundreds of applications being received every day the amount of administrative work equated to almost two full-time personnel at the main UK office.
- All applications received had to be matched back to the CRM system, relevant details recorded and then information fed out to relevant parties.
- On very busy days, typically Monday's, a backlog of applications would occur meaning processing not completed until the next day.
- Aim was to submit the applications to the relevant bank or financial institution same day they were received.

Our Solution

- A high speed scanner installed at Consumer Net's offices that allowed applications received each day to be quickly scanned and images saved.
- 'Mirroring' system set-up that securely copied images from client site to our own servers that allowed required processing to be undertaken.
- Process flow of the administrative processes was discussed and agreed with the client and training of our personnel undertaken.
- 5 personnel undertook the training, one supervisor and four processors to provide sufficient cover and uninterrupted service.

The Result

- To date, all applications have been processed same day they were received.
- Personnel at client site, previously engaged in the administrative activities, were allocated to other revenue producing tasks.
- Cost savings achieved equate to more than one fulltime UK member of staff.