



How to Solve 3 of Your Most Daunting Remote Work Challenges



Many companies have switched to remote work arrangements, and some don't plan to switch back. This transformation can solve many problems, but it also creates new challenges for insurance organizations.

Without a shared office, everyday tasks – like receiving mail, processing premium payments and sending printed communication – can become major headaches.

While these are serious challenges, they don't mean the remote work transformation is doomed. They simply mean that new solutions are needed.

Remote Work Is Here to Stay

Remote work has been gaining popularity for a while. According to a FlexJob's [article](#) posted in February 2020, remote work had grown 91% in the last 10 years.

That was right before the coronavirus became a worldwide threat. Once the pandemic hit, many workplaces around the world were given a choice: shut down or switch to remote work. Those that could, chose the latter.

Even though many teams switched to remote work overnight, they won't necessarily switch back to onsite work as quickly. PwC's [U.S. Remote Work Survey](#) found that 32% of workers want to continue working remotely five days a week after the pandemic is over, and many other workers are interested in hybrid schedules that have them working remotely for part of the week. Employers are listening, too. For example, according to [The Verge](#), Microsoft has made remote work a permanent option.

It looks like remote work is here to stay. This can bring about many advantages for both employers and employees. Workers save time by getting rid of the commute, for example, while employers may save money on office costs. Some benefits, such as improved work-life balance and morale, may be harder to calculate but are no less important.

At the same time, there are problems. Countless articles have addressed how to maintain productivity and engagement during remote work. Less has been written about some of the more logistical concerns that insurance organizations face.

With everyone working remotely, who is handling critical onsite functions like receiving the mail, processing premium payments, and printing and sending critical documents?

In the insurance industry, nothing can be allowed to slip through the cracks. If a notice doesn't go out or a premium payment isn't processed, the resulting coverage issues could become a major problem with legal, regulatory and customer experience implications.

Remote work has grown by 91% in the past 10 years and COVID-19 has drastically accelerated that trend.

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New Problems Need New Solutions

The recent remote work transformation has created a new challenges which require organizations to rethink how these challenges should be addressed. In many cases, those solutions can be found through virtual services and automation.

With modern technology, working remotely is not just possible — it's better. Processes can be less expensive and more efficient, with a reduced risk of errors. In the end, you're not just slapping on a bandage. You're revolutionizing your entire system – and making your business more scalable in the process.

Imagine a workplace where common processes are automated. Payments are received and processed automatically. Inbound paper documents are digitized and added to the appropriate electronic files.

What you're left with is a streamlined operation that enables your team to reallocate precious resources to more mission-critical functions.

But it doesn't stop there. Virtual services and automation can address three major problem areas for insurance organizations switching to remote work.

This is an opportunity to revolutionize your entire operation ... and make your business more scalable in the process!



Problem #1: Receiving Mail

Issue: Inefficient mail processing can lead to delays – and that leads to missed deadlines.	Fix: Use a virtual service to open, scan and process every piece of mail on time.
Issue: Remote workers need to access incoming mail.	Fix: Use virtual services to transform physical mail into digital artifacts, which can then be uploaded or delivered as needed. There's no need to send remote workers to the office for this.
Issue: Although mail has been received, the information may not be seen or acted upon until it is entered into the policy administration or claims system.	Fix: Use a virtual service that uploads documents directly into the correct policies within your policy administration or claims system.
Issue: Your skilled workers spend their time on basic “first step” actions when their time could be better spent on functions requiring more expertise.	Fix: Have your virtual service perform the “first steps” required in responding to the correspondence received. This allows the tasks to advance more efficiently.



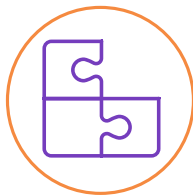
Problem #2: Processing Premium Payments

Issue: Some people still send paper checks which are identifiable or need research. Identified payments can be processed while unidentified must be researched.	Fix: Use internal lockbox and remote deposit features to post payments, deposit payment batches and reconcile premium. Research and resolve payment exceptions.
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Problem #3: Sending Printed Communication

Issue: A skeleton crew is in charge of printing documents at the office, and if anyone misses a day, the work might not get done on time.	Fix: Use virtual, automated print and distribution services that workers can oversee remotely.
Issue: Some letters have specific regulatory or proof of mailing requirements.	Fix: Use a print and distribution system that applies barcode technology to communicate the requirements of each piece of mail and provide proof of mail.
Issue: Remote workers need to be able to see what documents are going out.	Fix: Select services that create digital copies of outgoing documents that can be uploaded and accessed remotely.

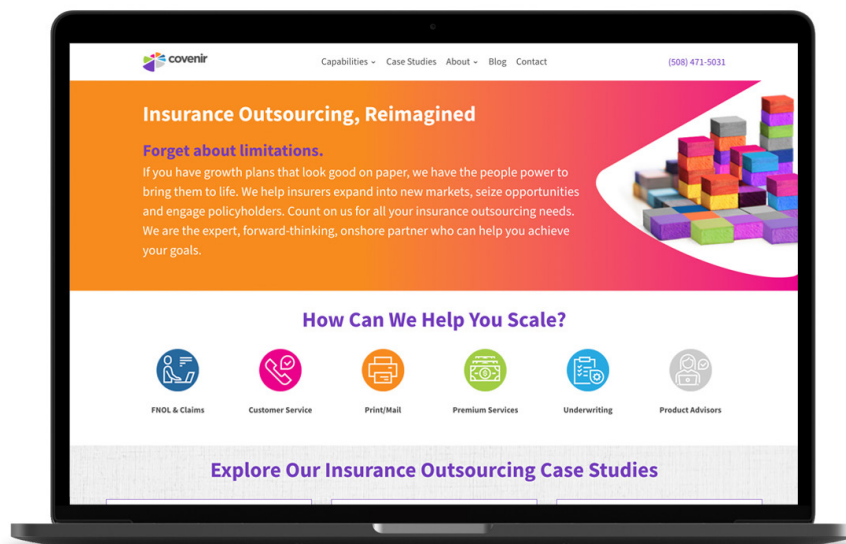


How Covenir Delivers

The above fixes aren't just pipe dreams. They're real solutions that currently exist – and that Covenir is delivering. When you partner with Covenir, you get access to the premium, printing and virtual mail room services your remote team needs. And because Covenir specializes in the insurance industry, you can rest easy knowing your processes are being handled by a partner with the insurance expertise needed to meet all regulatory requirements.

How Covenir Co-Exists

Partnering with Covenir is not an all or nothing proposition. We co-exist with your team and your other partners. We are 100% flexible and available to help a little or a lot. Get ready for a completely custom BPO experience!



Contact Us to Start the Conversation.

info@covenirbpo.com

A Closer Look at Your Digital Mail Options



Virtual Mail Room

With Virtual Mail Room, you can finally put the inefficiencies and delays of manual mail handling behind you. You would never expect your team to work without internet and other modern technologies, so why are you hindering their performance with an old-fashioned approach to mail processing?



How It Works

Step 1:

RECEIVE.

We receive paper and/or electronic mail from your designated PO Box and/or inboxes. This may include correspondence related to new business, claims, underwriting and even legal documents.

Step 2:

DIGITIZE.

On a daily basis, we open mail, transform it into digital artifacts and process it according to your business rules. We can send daily batches of digital images of your mail for you to process, or we can upload digital files to specific policies in your system of record.

Step 3:

RESPOND.

If needed, our team can respond to mail according to your business rules. We can process returned mail, update policyholder records, send alerts to appropriate employees or kick off premium, underwriting, service and sales workflows on your behalf.



Print/Mail Automation

Covenir's flexible, technology enabled, print and mail capabilities provide process automation for all outbound printed communication. Working in conjunction with your team to ensure success, policyholder documents and notices can be easily customized while at the same time driving down costs. We take care of the equipment and labor cost allowing you to redeploy your people on more mission-critical functions.



How It Works

Step 1:

Queue Your Communication

By leveraging print automation software, all insurance communication types can easily be grouped and managed regardless of the source systems. Additionally, barcode technology is applied to every document to electronically communicate its processing requirements and assure it is mailed as intended and when needed.

Step 2:

Specify Your Requirements

Next, they can choose the type of mailing need including regulatory and proof of mail requirement as well as the send date.

Step 3:

Deploy Your Preferred Workflow

Digital copies of all sent documents are uploaded to policies within your system of record or batched and sent to you. If desired, we can process returned mail, update policyholder records, send alerts to appropriate employees or kick off premium, underwriting, service and sales workflows on your behalf.

A Closer Look at Your Premium Management Options



Intelligent Lockbox and Remote Deposit Capture

With Covenir's Intelligent lockbox and remote-deposit services, payments will be received, posted, deposited and premium reconciled. We can even research and resolve payment exceptions.



How It Works

Step 1:

RECEIVE.

Receive paper check via Caller Service Boxes (post boxes with dedicated zip code).

Step 2:

POST.

Post payment by importing or manually applying to billing platform.

Step 3:

RECONCILE.

Complete comprehensive cash reconciliation. Deposit premium via Image Cash Letter (high volume payments) or Remote Deposit Capture (low volume payments).

Contact Us to Start the Conversation.

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