

Electronic Performance Support Systems

Online. On time. On the money.

Electronic Performance Support Systems (EPSS) from Tata Interactive Systems are specifically designed to boost productivity and performance in the Banking, Insurance and Financial Services industry. EPSS delivers quantum improvements in performance in areas such as:

- Contact Centres
- Claims
- Sales
- Customer Service
- Underwriting
- Policy Administration

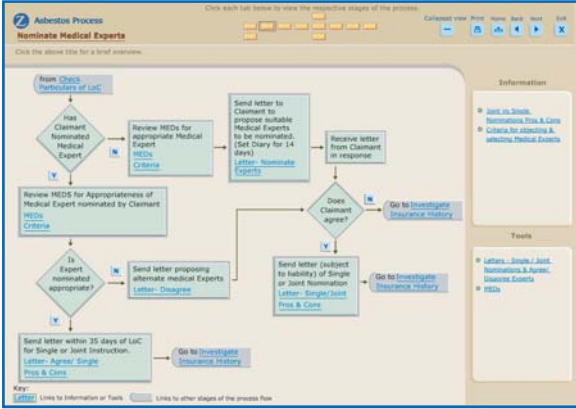
Get knowledge – on demand!

Our 'performance-enhancing' solutions offer your employees 'just-in-time' expertise, knowledge and tools – at the click of a button. It includes the following key components, designed to make life 'hassle free', and much more productive:

Scenarios and Decision Support

Help your staff make better and faster decisions while executing a task. TIS's interactive decision trees enable staff to evaluate all possible options and quickly select the most appropriate action in a given scenario – this saves time, improves competence and enhances the customer experience.





Process Maps

Comprise interactive flowcharts that elaborate each step in your business process – steps are linked to explanations, calculators and other 'mission critical' expert tools to enable users to execute processes in a consistent and timely manner.

Process map for claims related to Asbestos, Hand/Arm Vibration and Industrial Deafness.

Technical Advisory Tools

Enable your employees to extract information from a plethora of expert sources and provide a basis for sound technical decision making.

Cumulative Back Pain Exposure Advisor for Employer Liability Claims.



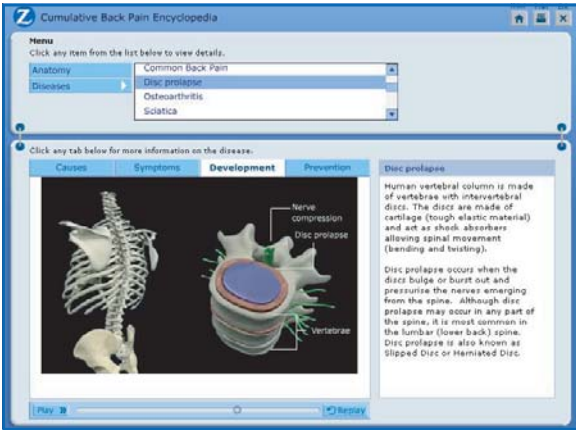
Animated Case Law for Motor Claims Handling.

Technical Principles and Case Law Animation

Simplify complex technical content and provide individuals with little or no expertise an accelerated means of gaining technical competence.

Tools for understanding insurance and financial fundamentals.





Encyclopaedias

Provide the users instant help on generic information, while dealing with customers' problems, related to technically complex areas.

Back Pain Encyclopaedia for Employer Liability claims.

Proven performance

TIS's EPSS uses multiple interventions to improve operational excellence, and has achieved impressive results. The figures speak for themselves – in claims handling departments it has:

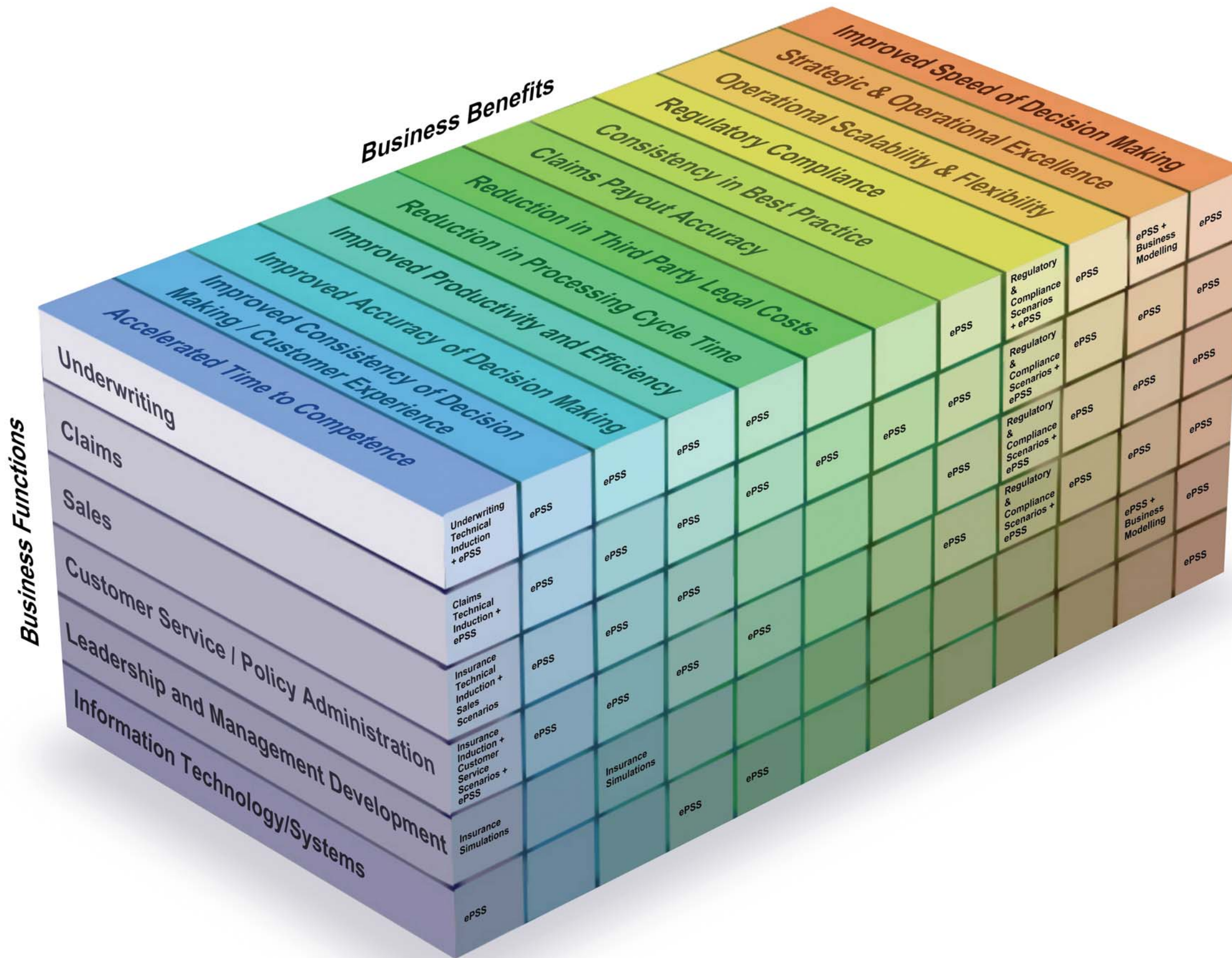
- Lowered claim cycle times by 50%
- Reduced the average Cost Per Claim by 20%
- Radically shortened the employees' time to competence

In Customer Service Centres, it has resulted in:

- Improving the accuracy of responses that agents give on the phone by 80%
- Reducing the time to competence by 75%

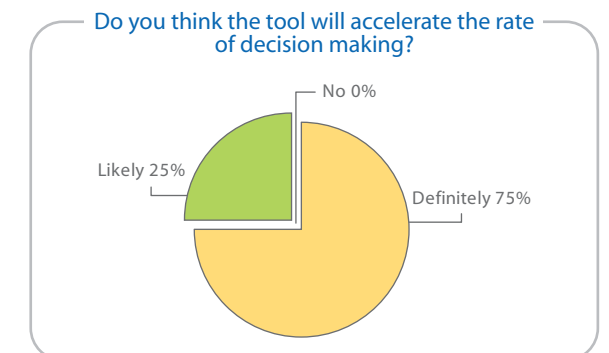
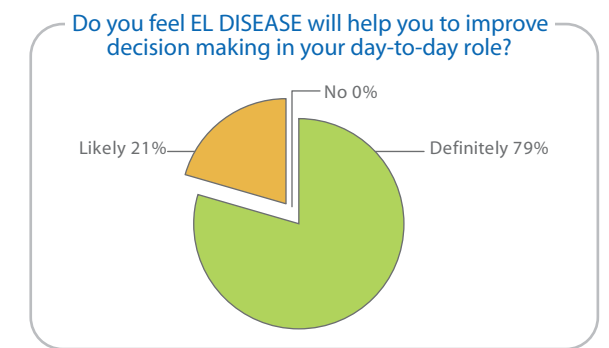
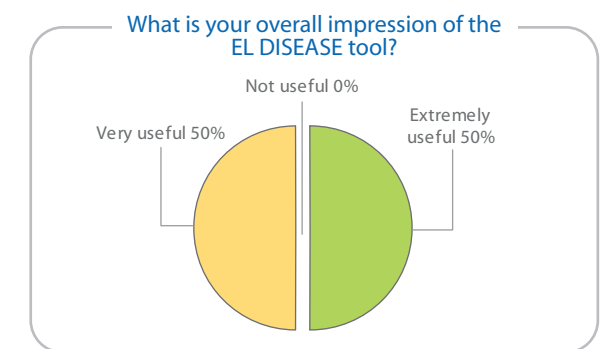
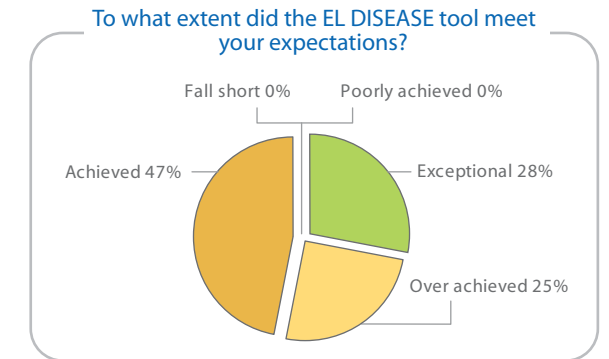
We can help you take your organisational productivity and performance to a new level. Call John Kusi-Mensah at **+44 7790 351 083** or write to **johnm@tatainteractive.com**.





User-feedback reports

Based on a survey conducted amongst employees of a major insurance client who used TIS's EPSS tool (Employer's Liability - Personal Injury).



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