

## GET INSURED EFFECTIVELY ELIMINATES DOWNTIME AND MEETS COMPLIANCE REQUIREMENTS BY ADOPTING EVOLVE IP FOR THEIR CONTACT CENTER.

### PROBLEM

GETINSURED'S PBX AND CLOUD-BASED CALL CENTER SOLUTIONS EXPERIENCED DOWNTIME AND FAILED TO MEET MEDICARE REQUIREMENTS.

GetInsured was using CallTower as their PBX solution and Serenova as their cloud-based call center solution for their 63 agents.

GetInsured was experiencing frequent downtime with CallTower, which was inhibiting internal communication. Also, Serenova was failing to meet the needs for Medicare's procedural requirements.

Medicare only allows agents to enroll people in a new plan if they placed the call directly, inbound, with that same agent. Many of the calls are forwarded or redirected, so during the course of a conversation, if an agent needs to enroll a person, they must provide their direct line for them to initiate that direct call. During peak hours, Get Insured agents were automatically being rerouted via Serenova to new callers.

This was problematic because they were connected with a new caller before the person they were helping previously could dial them back directly in order to complete enrollment. The Serenova platform simply did not have a solution for this issue.

### SOLUTION

EVOLVE IP HAS SIGNIFICANTLY REDUCED PBX DOWNTIME AND HELPS ENSURE GET INSURED STAYS COMPLIANT.

GetInsured settled on Evolve IP to replace both CallTower and Serenova. They now use Evolve IP's Unified Communications solution for desk phone provisioning as well as the Evolve Contact Suite (ECS) for their contact center

Evolve IP has "significantly reduced" PBX downtime compared to CallTower, according to Yannick Deville, GetInsured's Senior Contact Center & IT Support Engineer. "Evolve IP has been a great partner. Their reliability has been excellent and they've also ensured we are HIPAA compliant." Yannick said.

Evolve IP solved GetInsured's issue with consumers dialing direct calls to agents during peak call times through with the use of the Load Allowance feature in ECS. By activating this capability when needed, agents can change to "a 'ready' status and only receive a call from a consumer who is directly dialing their extension at that time," said Yannick.



**YANNICK DEVILLE**

Senior Contact Center and  
IT Support Engineer

“The ECS platform is great. What's even better is that they take input from their consumers. They are looking to improve the product, improve the experience, and offer more features. They are always looking to add something that gives value back to all their customers.”

THIS CASE STUDY IS  
BASED ON AN AUTHENTIC  
3<sup>RD</sup> PARTY INTERVIEW

## RESULTS

ECS AND UC  
IMPROVED  
EFFICIENCY AND  
DELIVERED  
INDUSTRY-LEADING  
RELIABILITY



### HIPAA COMPLIANT CALL RECORDINGS

HIPAA requires call recordings to be securely encrypted and stored indefinitely. Evolve IP set up an SFTP push that immediately uploads recordings to Get Insured's server, encrypted and safely stored for posterity.



### UNIFIED SOLUTION

ECS and UC replaces both Serenova and CallTower. The unified solution improved efficiency, decreased missed opportunities with ECS' Load Allowance functionality, and led to 99% uptime.



### LOCATION

Get Insured has up to 63 agents during peak season across 3 locations in Mountain View, CA, Phoenix, AZ, and Atlanta, GA.

### INDUSTRY:

Health Insurance Broker

### CUSTOMER PROFILE:

GetInsured is dedicated to what they call their "double bottom line." They want to do well — and do good. They are creative entrepreneurs building an innovative business that delights their customers. At the same time, they know that their work is about more than just numbers. They are here to help customers ease their worries, save money, and take care of their families.

## WHY BUSINESSES CHOOSE EVOLVE IP

Employees can Work Anywhere™ with Evolve IP. We take the tools you'd typically use at the office, like a phone and the apps on your desktop, and deliver them from a single portal that users can access on any device, anytime, anywhere. This enables employees to be more productive and collaborative, and to contribute to the business while still being present for the other important parts of their lives. Evolve IP makes businesses and their people more secure, more mobile and makes IT much easier to manage.

