



National Union of Independent Health Insurance Funds | Intelligent Workplace | EMEA | Belgium | Public Sector

Belgian National Union of Independent Health Insurance Funds selects NTT Ltd. Belgium for UC and managed services

Client profile

The Belgian National Union of Independent Health Insurance Funds groups four apolitical and dynamic health insurance funds, with more than two million members. It is the third largest insurance body in Belgium. A team of 4,700 call centre agents provides the necessary support to end users. The Independent Health Insurance Funds are committed to innovating in and digitising both their services and internal processes.

'This new contract with NTT Ltd. offers scope for continuous innovation and the involvement of third parties.

Competitors are not always able to offer this facility, as they work with very closed contracts.'

Pierre Halin, Network, UC and Security Manager at the Independent Health Insurance Funds

Summary

The Independent Health Insurance Funds want to ensure that the high quality of their services is maintained at all times. The digital offices play a key role in this. These platforms guarantee that members can carry out basic transactions online, such as consulting a file, identifying themselves, signing a document, providing information, etc. A team of call centre agents, working with the latest contact centre technology, is on hand to provide assistance.

The full responsibility for the operational availability of the support platforms now resides with NTT Ltd. The new Service Level Agreement includes the following key elements: 24/7 monitoring of the various applications and platforms, a second-line service desk that is continually available, a ticketing system, a faster kick-off time, and a dedicated Service Delivery Manager at NTT Ltd. Finally, NTT Ltd. is also a future-proof partner for new technological innovation in support.

Opportunity

Digital offices require maximum operational availability

Over the past four years, the organisational transformation of the health insurance funds has accelerated significantly. The Independent Health Insurance Funds want to ensure that the high quality of their services is maintained at all times. Physical presence is no longer required for this. Today digital offices offer a range of online services. They can be accessed across a variety of digital channels, ensuring members can carry out basic transactions digitally, including consulting a file, identifying themselves, signing a document, providing information, etc.

The Independent Health Insurance Funds already relied on NTT Ltd. for UC. However under the new framework contract, full responsibility for the operational availability of the digital platforms had to be entrusted to an experienced partner. Because innovation remains a priority for the Independent Health Insurance Funds, this partner also had to be able to evolve in step with the latest technological developments.

Which technologies?

- Luware Contact Center Software
- Genesys Cloud
- Skype for Business

Which services?

- Unified Communications as a Service
- Managed Communication Services
- Support Services

Which partners?

- Luware
- Genesys
- Microsoft

'Very few companies in Belgium have the expertise of NTT Ltd. Belgium and are also able to offer this level of service.'

Pierre Halin, Network, UC and Security Manager at the Independent Insurance Funds

Solution

NTT Ltd. gets full responsibility over UC platform uptime and R&D

The Independent Health Insurance Funds selected NTT Ltd. Belgium for Unified Communications and managed services. NTT Ltd. already provides support for the existing contact centre software systems, that are used by almost 5,000 operators. The operational availability of the UC platforms is now NTT Ltd.'s full responsibility.

The Service Level Agreement includes the following key elements: 24/7 monitoring of the various applications and platforms, a second-line service desk that is continually available, a ticketing system, a faster kick-off time, and a dedicated Service Delivery Manager at NTT Ltd. He/she will be responsible for reporting, technical escalation, and optimisation of the system. NTT Ltd. provides these services as modules of the standard UCaaS (Unified Communications as a Service) and MCS (Managed Communication Services).

Another major element of the collaboration is innovation, ensuring that these platforms always evolve in step with current technological developments, including a migration to Microsoft Teams for example.

Impact

24/7 monitoring

The various applications and platforms are monitored 24/7 to guarantee the highest uptime and 99.95% operational availability.

Second-line service desk

The operators of the Belgian National Union for Independent Health Insurance Funds can continually contact an expert second-line service desk so any problems are quickly resolved.

Ticketing system

An efficient ticketing system was rolled out to reduce ticket cycle times and fine-tune processes further.

Dedicated Service Delivery Manager

The Independent Health Insurance Funds will have a dedicated Service Delivery Manager at NTT Ltd. He/she is responsible for reporting, technical escalation and optimisation of the system.

Innovation

The contract offers plenty of scope for R&D, including with third parties where necessary. A faster kick-off time contributes to the seamless roll-out of new projects.