

accelergent

GROWTH SOLUTIONS



Accelerating Growth, Unleashing Potential

COMPREHENSIVE



EXPERIENCED



AWARD-WINNING



ACCELERATING GROWTH, UNLEASHING POTENTIAL



Accelerergent helps companies accelerate growth by optimizing business processes, freeing them to focus on generating revenue and profitability. We provide expert business process management and outsourcing, contact center, technology, and marketing services to the benefits, financial services, and insurance industries.

Whether your goal is to improve processes, expand capabilities, supplement existing personnel, or navigate high-volume periods, **Accelerergent is your solution.**



Table of Contents

Business Process Management and Outsourcing.....	1
Case Study: Business Process Outsourcing.....	3
Contact Center Services.....	4
Technology and Automation.....	4
Marketing Services.....	5

accelergent.com

A large, abstract graphic at the bottom of the page consists of blurred, horizontal streaks of blue and white, suggesting speed and motion.

BUSINESS PROCESS MANAGEMENT AND OUTSOURCING

During times of market and societal change, driving value becomes increasingly important. A company's operating model can be essential to that effort by optimizing and transforming business processes, enhancing resiliency, increasing agility and competitive advantages, and ultimately, achieving better business outcomes.

≡ Business Process Management (BPM)

Accelergent offers a broad spectrum of business process management (BPM) focused on process automation and back-office services for the benefits, financial services, and insurance industries, including associated sectors such as employee benefits administration.



Prepare for Growth



Increase Efficiency



Reduce Costs



Task-Based, Project-Based, or Turnkey Solutions



Custom Arrangements

Accelergent will become a skilled and secure extension of your own team. Experienced and highly accurate (99+% as reported by our clients), we are able to optimize and streamline your processes and adapt to the changing needs of your business.

In addition to the services listed below, we can address many other business requirements. Talk to us about your specific needs.

Available BPM Services

- ▶ Data file consolidation for seamless system integration
- ▶ Process automation
- ▶ Claims feed consolidation into standardized data files for import, validation, and adjudication
- ▶ Customer/member additions, terminations, and demographic changes
- ▶ Card application processing
- ▶ Manual data entry, from simple to complex
- ▶ Extensive documentation and reporting activities
- ▶ Quality checks to ensure compliance to regulations
- ▶ Customer service and research
- ▶ Custom services to meet your unique needs





≡ Business Process Outsourcing (BPO)

A key BPO advantage is the ability to accelerate important business processes, enabling companies to concentrate on their core services. This approach is particularly crucial for functions such as administrative processing performed by employee benefits TPAs. BPO services empower businesses to leverage seasoned professionals without the need for internal hiring, effectively managing costs and enhancing agility. BPO services also help reduce the risk of employee burnout.

Available BPO Services

- ▶ Employer plan setup and renewal
- ▶ Participant enrollment and re-enrollment
- ▶ Contribution reconciliation
- ▶ Debit card, online and mobile claims adjudication
- ▶ Employee Navigator and Ease file processing
- ▶ Automation scripts
- ▶ Preparing raw data files for import processing
- ▶ Importing and processing carrier claims
- ▶ Generating employer invoices
- ▶ Developing custom data and report extracts
- ▶ Turnkey account administration

REQUEST A QUOTE AT [ACCELERGENT.COM/BPO](https://www.accelergent.com/bpo)

CASE STUDY: BUSINESS PROCESS OUTSOURCING

In a recent case study regarding the benefits of BPO, we calculated the actual costs associated with routine tasks performed by an employee benefits TPA serving 1,200 client groups, managing 25,000 CDH lives, and overseeing 10,000 COBRA accounts. We then compared these to the costs of outsourcing the same work to Accelergent Growth Solutions.

Peak Season Processing

Process	Tasks	In-House Cost	Accelergent Cost	Savings
Enrollment	37,000	\$68,000	\$32,300	\$35,700
COBRA Plan Setup	4,500	\$68,650	\$23,800	\$44,850

Day-to-Day Processing

Process	Tasks	In-House Cost	Accelergent Cost	Savings
Contributions	294,950	\$330,350	\$156,700	\$173,650
Claims	230,000	\$239,750	\$109,450	\$130,300
COBRA	205,000	\$607,850	\$212,500	\$395,350

Monthly Processing

Process	Tasks	In-House Cost	Accelergent Cost	Savings
Employer Invoicing (12 months)	14,400	\$10,750	\$5,100	\$5,600

Total Annual Savings

Tasks	In-House Cost	Accelergent Cost	Savings
785,850	\$1,325,350	\$539,850	\$785,500



- for TPA with -
1,200 employer groups
25,000 CDH lives
10,000 COBRA accounts

almost
\$ 800,000
in annual cost savings!

FOR ADDITIONAL CASE STUDIES,
VISIT THE "RESOURCES" SECTION ON ACCELERGENT.COM



CONTACT CENTER SERVICES

Benefits are complicated, but explaining them to your customers doesn't have to be. At Accelergent Growth Solutions, we recognize that exceptional customer service is the foundation of any successful business. Our comprehensive contact center services are designed to enhance customer interactions, streamline operations, and drive growth. By white-labeling our contact services with your brand, we empower your company to deliver clear, concise, and personalized support, ensuring an exceptional customer experience.

Contact Center Service Offerings

- ▶ **Customer Service**
Select from Employee and Employer call center and email customer service solutions tailored to your needs
- ▶ **White-Label Solution**
Seamlessly integrate our contact center services with your brand and technology to provide a unified experience for your customers
- ▶ **Specialization in Health Accounts**
Rely on our expertise in CDH, HSA, Transit, Lifestyle Spending, COBRA, Direct Billing, and Retiree Accounts
- ▶ **Employer Onboarding & Renewals**
Streamline the onboarding and renewal processes for employers
- ▶ **Call Quality Assurance & Monitoring**
Ensure top-notch service with recorded and reviewed calls for continuous improvement
- ▶ **Detailed Reporting & KPIs**
Access insightful analytics and key performance indicators to track success
- ▶ **Customer Research Support**
Save time by leveraging valuable insights through our customer service research support
- ▶ **Social Media Monitoring**
Optimize your online reputation and stay engaged with your audience through proactive social media management

Key Benefits of Our Services



Cost
Efficiency



Scalable Growth
Solutions



Employee and
Employer Support



Seasonal and
Overflow Support



Flexible Delivery
Models

TECHNOLOGY AND AUTOMATION SERVICES

Technology is the driving force behind business growth. From systems integration to upgrades, maintenance and consulting, Accelergent Growth Solutions can help you improve technological efficiency and enhance scalability. Partnering with us for custom development, seamless integrations, QA testing, or strategic advisory services guarantees optimal technology solutions that accelerate growth and foster success. Whether you are a startup, a mid-sized company, or an enterprise, our tailored solutions empower you to compete, succeed, and thrive.

- ▶ **Advisory and Consulting**
- ▶ **Application Management**
- ▶ **Data Science and Analytics**
- ▶ **Implementation and Upgrades**
- ▶ **Technical Planning Services**
- ▶ **Documentation and Training Materials**

Clients may choose from flexible engagement models, including fully managed and project basis. In addition to the services listed above, we can address many other business requirements. *Talk to us about your specific needs.*

MARKETING SERVICES

Accelergent crafts strategic solutions that propel your business forward, combining knowledge, experience and award-winning creativity to deliver results. When you partner with us, you tap into a wealth of marketing and communications expertise.



The Power of Experience

The Accelergent marketing team boasts over a century of combined experience in B2B and B2C messaging. We've weathered industry shifts, navigated market complexities, and fine-tuned strategies to address competitive challenges. From corporate giants to nimble startups, we've seen it all.



Award-Winning Creativity

Over the past 6 years, Accelergent has been recognized with top honors in national and international competitions for marketing and communications excellence, creativity, and effectiveness. Our track record speaks volumes: we don't just meet expectations, we exceed them. Let our award-winning team breathe life into your brand.



Competitive Rates, Exceptional Value

Despite providing agency-level talent, Accelergent offers affordable, truly cost-effective fees that rival the value of an in-house marketing department. Whether you opt for our monthly service packages, individual projects, or custom agreements, rest assured that your investment will yield impressive returns.

≡ Pricing Examples

Year-Round Packages

One-time, fixed start-up retainer fee plus monthly installments that together cover planning and account management, copywriting, graphic design, stock photography and illustration, digital output, and file preparation for the most-needed web, collateral, and social media services.

- ▶ Retainer fee ranging from \$1,500 to \$3,500
- ▶ Monthly installment ranging from \$1,000 to \$2,000

Individual Projects

Set-fee pricing for projects of average complexity, including project management copywriting, graphic design, stock photography and illustration, digital output, and file preparation. Sample pricing:

- ▶ Social media post \$25
- ▶ Blog article \$150
- ▶ Email template \$150
- ▶ Sales letter \$250
- ▶ Logo development \$500
- ▶ Brochure \$750
- ▶ Whitepaper \$1,500
- ▶ Webinar script and slide deck \$3,000

FOR ADDITIONAL PRICING
EXAMPLES, VISIT
[ACCELERGENT.COM/
MARKETING](https://www.accelergent.com/marketing)

WHY PARTNER WITH ACCELERGENT?

- ▶ Expert assistance backed by nearly two decades of experience
- ▶ More than 100 talented professionals focused on empowering your company to reach its growth potential
- ▶ Custom engagement models, from fully-managed solutions to project-based services



PO Box 55068

Little Rock, AR 72215

(800) 633-3841

[accelergent.com](https://www.accelergent.com)