

# teamthink Envoy™

## Quality Assurance Reviews & Insights Made Simple

Industry-leading quality assurance software tailored for smaller insurance QA teams. Automate your QA with questionnaire builders, instant file selection and real-time results.

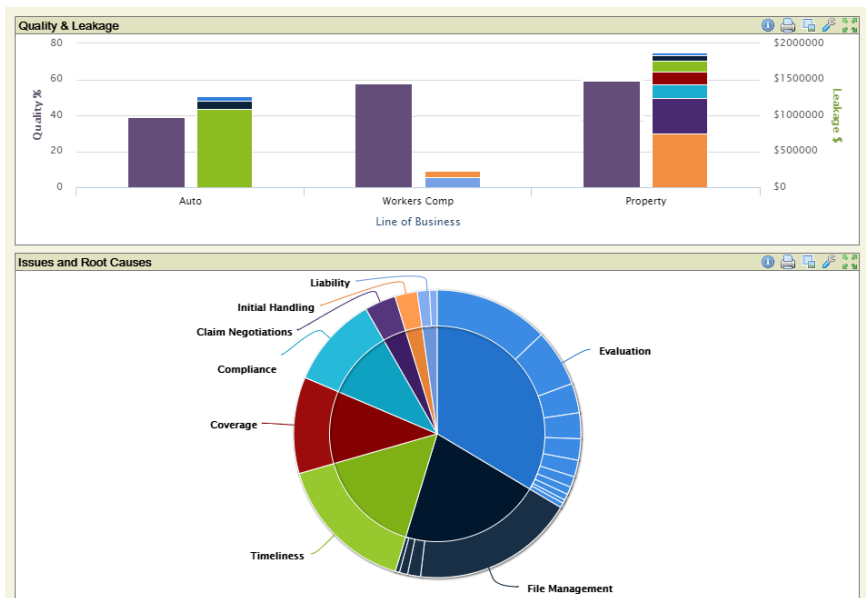
### Claims Integration | Configurable Questionnaires | Powerful Reporting

- **Automate** your current QA workflow by moving to a single online interface
- **Integrate** claims data to review files within the interface
- **Create** audits for each line of business using the questionnaire builder
- **Choose** and assign audit files automatically using configurable selection criteria
- **Prepopulate** questionnaire data fields for faster reviews and improved data integrity
- **Produce** actionable insights and drill down to key data points with the interactive dashboard
- **Identify** key trends by collecting, aggregating and analyzing QA data over time
- **Export** reports to PDF (or Excel) to quickly share results with executives and teams

Many small and medium QA teams are still using spreadsheets and outdated internal software to manage monthly or quarterly file audits. **teamthink Envoy™** was built to help insurers replace inefficient audit tools and take control of their QA programs. **teamthink Envoy** simplifies the QA process by offering claims file integration, configurable questionnaires and an interactive reporting dashboard in one simple interface. That means faster audits, better QA data and clearer insights to help drive company-wide performance improvements.

The **Results Dashboard** displays quality scores, leakage, comments, IFRs and a top issues pie chart – all with the ability to drill down through your claims organization hierarchy to view the results you need.

Collect real-time QA data and aggregate your audit results over time. Click on any chart inside the dashboard to drill-down and view granular QA results. Compare performance across employees, locations, quarters and years to find actionable insights to help your bottom line.



## Take Control of Your QA Program

Many insurers will never know how much money they're losing every year from performance gaps in their best-practice processes that impact payouts and customer service metrics. **teamthink Envoy** empowers insurers with small and medium QA teams to track many of the same metrics used by industry leaders, including quality scores, opportunity costs and adherence to best practices.

## Your Complete View of Quality Performance

- Adherence to company and industry best practices
- Individual, team and company performance
- Quality scores
- Leakage and incorrect payments
- IFRs, top issues and root causes
- Reviewer comments and flags
- Long term trends and insights

## Better Questionnaires

- Choose from stock questionnaires or customize for each line of business
- Build and edit review forms right from the interface with no IT intervention
- Collect rich data inside the forms, including root causes, leakage, comments and attachments

## QA Automation

- Complete reviews faster by prepopulating responses with file and user data
- Calculate and visualize QA results automatically with an interactive dashboard
- Assign files and reviewers instantly based on configurable selection criteria

## Powerful Metrics & Reporting

- View quality scores, root causes and more through an interactive dashboard
- Download reports with key insights to share with executives and teams
- Option to export results into Excel — including pre-configured pivots — for further analysis

## Data Integration

- Upload your policy and file data for use throughout the review process
- Choose and assign unbiased sample files using randomized or custom criteria
- Prepopulate responses using policy data to streamline file reviews

## Intuitive Interface

- Securely access your site from multiple locations with web-based logins
- Collaborate, access and review with multiple users simultaneously
- Manage your whole QA program from a single online interface

## The numbers are in: teamthink® is the market-leading QA & performance improvement software

- **60+ successful implementations** of **teamthink** over the past 20 years
- **40,000+ registered users** rely on **teamthink** for 150,000+ reviews and 30,000+ reports every month
- **8,000,000+ quality reviews** performed by **teamthink** since the release of the product
- **42% of world's top 50 carriers** by DWP (Direct Written Premium) trust **teamthink** with their quality improvement processes
- **98% client retention rate** for **teamthink** over the past six years
- **Athenium brings invaluable experience** to its products employing senior leadership with decades of management experience in the insurance industry

Experience **teamthink Envoy** today! To learn more about **teamthink**, visit [www.athenium.com/teamthink-envoy](http://www.athenium.com/teamthink-envoy)

## Contact Us

1.877.250.1720 • [sales@athenium.com](mailto:sales@athenium.com) • [www.athenium.com](http://www.athenium.com)

©2019 Athenium Analytics, LLC. All rights reserved. Strictly proprietary & confidential. Revised 8/19.