

Case Study

Global Healthcare Business Process Leader **Improves Retention by 12%**

12% Increase in Retention

Improved retention over a three-month period

\$1.5 MM Cost Reduction

Annualized cost reduction due to lower attrition

About the Client

This global healthcare business process management leader combines domain expertise with technology-powered services to serve leading providers and payers.

The organization was particularly interested in managing associate performance across client teams serving three different major healthcare payers in Member Services, Provider Services, and Enrollment.

The Opportunity

The healthcare business faced a low level of engagement in their frontline associates and a high attrition rate above 11% a month.

This high cost of attrition amounted to about 2.5x the monthly compensation of an Associate. This meant the opportunity for improvement was significant in both operational and financial terms.

Client Challenges

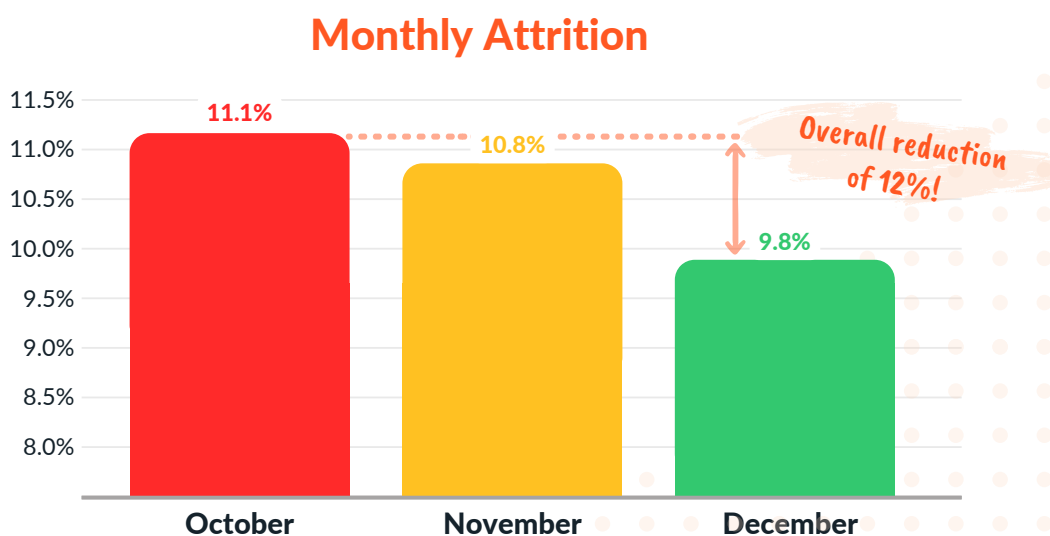
-  Increase the engagement level of associates
-  Improve the attrition rate of associates
-  Reduce the annual cost of attrition



The Solution & Impact

The client implemented AmplifAI's performance enablement solution with a focus on helping improve associate engagement, coaching effectiveness, and employee recognition.

AmplifAI became the one system to see and understand all the healthcare organization's performance data relative to their goals. The platform also provided system-generated intelligent coaching and recognition actions for both supervisors and agents.



In just three months, the business process leader realized a 12% improvement in the retention rate of the associates serving their three major payer clients. The attrition rate declined from 11.1% in October to 9.8% in December.

The financial benefit of this attrition reduction is estimated to be in excess of \$1,500,000 each year.

About AmplifAI

AmplifAI is applying science to make teams better! AmplifAI was founded with the goal of leveraging data to create a personalized environment that enables every employee to succeed.

As more companies explore the new generation of hybrid work, innovative leaders and organizations are relying on AmplifAI to enable performance, improve people and make work more fun - wherever work is happening. Powering success for people-centric enterprises around the world.

Want to learn more?

[Let's Talk!](#)

