

ARGO

CONTACT CENTERS

For more information please contact

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A Healthcare Savvy, Boutique Partner for Your Business

Argo Contact Centers is a proven provider of outsourced contact center and back office healthcare services that helps our clients deliver superior results. Most of our clients realize that there is a better way than going it alone when it comes to the significant demands to serve their members, patients, providers and partners. This is where Argo can help.

Argo can help with scoping your current operations and business needs, and identifying gaps to support your customer experience (CX), back office efficiencies, culture and brand to best serve your markets. We then collaborate with you to bring the right people, best practices and innovation to complement your operations and deliver on your goals.

WHY ARGO AS YOUR BUSINESS PARTNER?

Argo offers a breadth of innovative customer management and back office capabilities to clients in diverse markets across onshore, nearshore and virtual operations. A focus on Argo's **Healthcare Open Enrollment** offerings is provided here:

- **HEALTHCARE EXPERTISE** — The depth of industry experience to collaborate, craft and enhance patient-member experiences and back office programs that deliver Five Star meaningful results with continuous improvement.
- **CUSTOM BUSINESS APPROACH** — Customized, boutique treatment of each client with proven business practices to achieve core goals
- **RIGHT INNOVATION** — Beyond the buzz of AI, bots, omni-channel and analytics, Argo works with our clients to determine the best of technology that elevates the more important human touch for improved member, patient or clinician customer experience (CX), first contact resolutions, better processes and optimal impact to revenues
- **TRANSPARENCY** — A promise of collaboration, transparency and proactive communication throughout our business relationship
- **VALUE THROUGH VALUES** — Business is about people. We treat each other, our clients and their customers with compassion, genuine care and high ethics in every interaction; we believe this is a cornerstone to Argo, to good business and to any good human engagement, every day

Verticals Served



Healthcare



Telecom & Media



Banking & Financial Services



E-commerce & Retail



Direct Response



Non Profit



Travel & Logistics



AN INNOVATIVE EXTENSION OF YOUR OPERATION

Argo believes in delivering more than just cost savings in an outsourcing arrangement with our Healthcare clients. From the initial scoping, we seek innovative ways to enhance our clients' operations and improve their members and patients' experiences. This includes collaboration on your immediate and long-term business needs and designing a partnership that delivers meaningful results.

SIX (6) REASONS WHY SAVVY HEALTH PLAN PROVIDERS OUTSOURCE OPEN ENROLLMENT (...AND MAYBE YOU SHOULD, TOO!)

- **The staff ramps up and down are hard on your contact center teams** – Using a professional outsourcing partner that is adept at seasonal ramps takes the hard impact of ramps, training and layoffs off of you and your team.
- **Improve member customer experience (CX) and hours of operation** – A professional outsource partner with healthcare experience can quickly handle your tier 1 Open Enrollment queries and extend your hours of availability, allowing your team to manage more complex functions and providing an overall lift to member experience, CSAT and NPS.
- **Extend world-class omnichannel reach to your members** – An innovative partner offers another great lift to your CX, by giving you the updated tech capabilities for members and prospects to reach you across any contact channel – voice, email, chat, IVR, AI/automation, web, social – providing world-class capabilities and meeting your members when, where and how they want to be in touch.
- **Reduce costs** – Did you know that all of the above improvements are often packaged into inclusive rates that are much less expensive than corporations can do on their own? And without the headaches of seasonal ramps, training, attrition, layoffs, etc. (Who needs that?)
- **Keep the best** – Once Open Enrollment is done, a good partner can work with you to retain a smaller core team of their best agents, managers and tech capabilities to complement your ongoing operations and maintain those Five Star ratings!
- **Enhance your brand** – A good outsource partner works with you to fill the gaps in your contact center, member experience touches, technology, market reach and overall brand. They can bring all of the above benefits at a lower cost (it's what they do) and collaborate for seasonal and long-term success. (So what's holding you back?)

Argo delivers flexible and meaningful contact center and back office solutions to our Healthcare clients with a collaborative and results-oriented approach.

*Contact us today for an easy discovery discussion.
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