Simplify procedures between employees and policyholders with Rainbow Hub

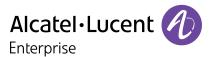## Optimise interactions with the power of the cloud

Faced with today's uncertain economic, geopolitical and healthcare situations, insurance companies are looking for communications solutions to interact with their policyholders quickly and easily. These solutions must:

- Reduce costs
- Provide video assistance and visio-expertise
- Deliver the power of grouping for call management
- Enable ease of use
- Provide peace of mind

Reduce costs

- Enable any means of communication across devices: PC, mobile, telephone
- Unify collaboration and management tools in a single space accessible using the Internet
- Use statistics to manage and analyse your performance indicators
- Customise your subscriptions to your needs
- Reduce operating, updating and maintenance costs with a 100% cloud solution
- Reduced travel costs
- No extra costs to communicate with your customers; your customers use the interface free of charge

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Provide video assistance and video-expertise

· Assistance enabled by a video call in real time and remote appraisal using secure videoconferencing

· Diagnosis and claims assessment made easier with live video

· Reduce interpretation errors with an enhanced user experience

· Reduce response time with immediate assistance

· Access specialised experts, regardless of where they are located

· Videoconference recording for precise traceability and documentation of expert appraisals

Deliver the power of grouping for call management

· Unlimited calls with dedicated call number

· Personalised greeting and open/close calendar for each group

· Detailed call statistics by group

· Supervisor and/or agent roles per group

Ease of use

· Intuitive, easy-to-learn application

· Integrated self-learning modules to explore functionalities at your own pace

· Simplified use: Improved customer satisfaction with personalised, efficient assistance

Provide peace of mind

· A sovereign, European collaboration platform not subject to the Cloud Act, for optimum security

· ISO 27001 certification guarantees the confidentiality, integrity and availability of services and data

· Frequent backups and redundant architecture guarantee data availability

Are you ready to discover Rainbow Hub?
Contact us to explore the possibilities together!

Rainbow Hub Free Trial | Alcatel-Lucent Enterprise (al-enterprise.com)
For more information about Rainbow™ by Alcatel-Lucent Enterprise visit openrainbow.com

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