



# Accelerates speed-to- competency by 40% with livepro

Insurance

↓  
**22%**  
decrease in  
calls to the  
Help Desk

## The Challenge

RAA is one of South Australia's largest organisations, delivering motor, home and travel insurance to over 750,000 members. The 260 front-line staff must be equipped to handle an immense spectrum of member needs and be kept up to date with regulatory changes within the insurance sector.

To meet these requirements, staff initially relied on a basic file manager for knowledge management. However, information was laid out inconsistently, with neither version control, nor effective search functionality. These limitations were starting to be reflected in performance metrics and staff engagement surveys.

**“We were doing a major disservice to our front-line staff without an effective knowledge management system (KMS). It was often easier and quicker to call our Help Desk – which had a wait time of up to two minutes, than it was to find information in the system. This was one of the main reasons we decided to look for a quality Knowledge Management Solution.”**

- Matt Auld

## The Objective

**The business case for a new Knowledge Management System was centered around enhancing the member experience with improved first call resolution and speed to answer.**

The company set out to find a KMS that could help:

- Drive improved member experience & satisfaction
- Improve speed to answer & staff engagement
- Guarantee regulatory compliance
- Enable feedback from front-line staff to be received and actioned quickly

livepro was the perfect answer, equipping RAA with the capabilities to modernise member service for both members and staff. RAA quickly began livepro implementation, reviewing and rewriting all its processes and knowledge to ensure the new system contained nothing but best practices.



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✓  
**37%**  
increase in staff  
saying information  
is accurate and  
up to date

⏻  
**92%**  
of staff agree  
information is well laid  
out & easy to find

## The Outcome

livepro has completely transformed the front-line employee experience, and the latest staff engagement survey results speak for themselves:

- 25% increase in staff that say they have the right tools for the job
- 84% of staff agree that information is accurate and up to date – a 37% increase from previous surveys
- 92% agree that information is well laid out and easy to find
- 95% say that livepro is the first system they log into in the morning.

This improved staff engagement is translating directly into a better member experience, and RAA is seeing a significant increase in first call resolutions.

The ease with which front-line staff can find information in livepro has led to a **22% drop** in calls to the Help Desk, as well as a **40% increase in speed-to-competency** for new hires. **68% of our front-line staff** either agree or strongly agree that they are calling their help desk less regularly. Additionally, when travel was disrupted because of the COVID 19 pandemic, livepro's usability enabled RAA to up skill travel agents into road service and Insurance specialists in a matter of weeks.



### About livepro

Since 2001, livepro has enabled thousands of users across the globe in contact centers, member operations and process-driven organisations, to enhance customer service, slash operating costs, foster employee engagement and improve compliance.

“  
*We've seen a lot more of our staff not just becoming competent in training, but confident when they actually hit the front-line with livepro at their hands.*”

-RAA



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