

Is quality improvement really that important? We think so.

As an insurance professional, you are likely facing information overload. Your quality assurance process is seriously hindered by limited tools, whether spreadsheets, databases, or legacy systems. In short, your systems are an obstacle to your entire claims QA process. How can you modernize your claims QA system and drive performance to stay ahead of the curve?

Claims organizations need a powerful QA solution that enables faster, more insightful quality audits. **teamthink** is the innovative, industry standard tool that measures and analyzes how your claims staff is performing. Our tailored solution provides reliable, actionable data that gives you ready access to powerful continuous quality improvement capabilities.

Beyond the technology, Athenium experts partner with you to achieve optimal results. Proven by leading insurance companies worldwide, **teamthink** is the best-in-class QA solution for improving team and individual performance, financial results, and customer satisfaction.

Get instant, actionable information that meets your exact needs.

- Easily track team and individual performance against organizational goals.
- Identify critical quality issues, and determine areas requiring immediate attention.
- Provide consistent, quantifiable feedback to drive continuous improvement.
- Customize flexible measurement, analysis, and reporting functions to fit your needs.

Choose Athenium, the experts in performance improvement solutions.

- 10+ years delivering state-of-the-art measurement and quality solutions for the insurance industry
- Extensive insurance industry management experience
- Continuous development of technology solutions for the most complex needs
- Proven track record with Fortune 100 insurance companies

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Performance Improvement Solutions



Improve QA. Improve Results.

The key to effective claims quality assurance is to accurately measure performance against your best practices, and use the results to close the gap. The **teamthink** suite of comprehensive, fully customizable solutions help you successfully manage this process. With the right information available on demand, you'll have the knowledge to improve performance quality, while reducing costs and cycle times.

"Athenium continues to provide a very high level of care, proficiency and professionalism. When working on a project, Athenium makes sure they fully understand what we need and makes a concerted effort to deliver on time."

- National Quality Assurance Leader
at a Fortune 500 Company

Contact

Phone: +1.877.250.1720

sales@athenium.com

Athenium, Inc.
75 Third Avenue
Waltham, MA 02451

www.athenium.com

teamthink is a fully customizable, web-based solution:

- Enhance your existing claims performance review process.
- Measure actual performance against company standards.
- Understand how employee behaviors impact your bottom line.
- Leverage claims audits for systematic quality improvement.
- Strengthen customer service, satisfaction, and loyalty.
- Significantly reduce leakage and improve financial outcomes.

teamthink supports your most vital claims audit processes:

- Data aggregation from all offices
- Data segmentation, drilldown, and root cause analysis
- Consistent, calibrated field and central file reviews
- Real-time, on-demand, or scheduled reporting
- File selection and assignment capabilities
- Performance measurement of all contributors to a file

teamthink facilitates your initial and ongoing audit needs:

- No, or minimal, involvement with your organization's IT department
- Implemented in a fraction of the time needed by internal resources
- Scalable and secure, for the largest, most complex data requirements
- Dedicated, knowledgeable account and technical support
- Single solution for all lines of business for claims and underwriting

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