

Transforming Insurance Tech Support: The Avaratak Way

A 90-day journey from ticket chaos to 94% SLA compliance for a small insurtech provider.





The Challenge



Poor Configuration

Newly implemented Jira Service Management lacked proper setup and team alignment.



Missed SLAs

Support tickets were getting lost in the system, creating backlogs.



Customer Dissatisfaction

Service quality declined, impacting customer experience and loyalty.

Our Approach

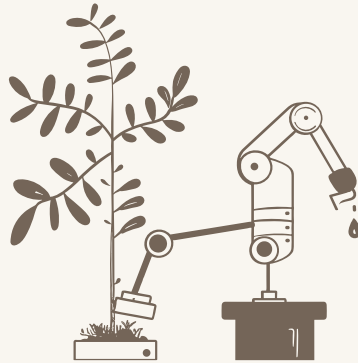


Technical Solutions



Dynamic Queues

Implemented intelligent routing to direct tickets to appropriate specialists based on issue type and urgency.



Automated SLAs

Created tiered response times with proactive notifications to prevent missed deadlines.



Custom Fields

Designed specialized trackers for issue categories, urgency levels, and resolution paths.

Transformation Results

94%

SLA Compliance

Up from 52% within 90 days

37%

Faster Resolution

Reduction in ticket handling time

20+

Satisfaction Points

Improvement in customer experience scores

0

External Dependencies

Admin team achieved complete self-sufficiency



Implementation Timeline



Assessment

Identified configuration gaps and performance bottlenecks.



Reconfiguration

Rebuilt JSM workflows with dynamic queues and SLA automation.



Training

Conducted hands-on workshops for support staff and admin team.



Handover

Transferred ownership with comprehensive documentation and support.

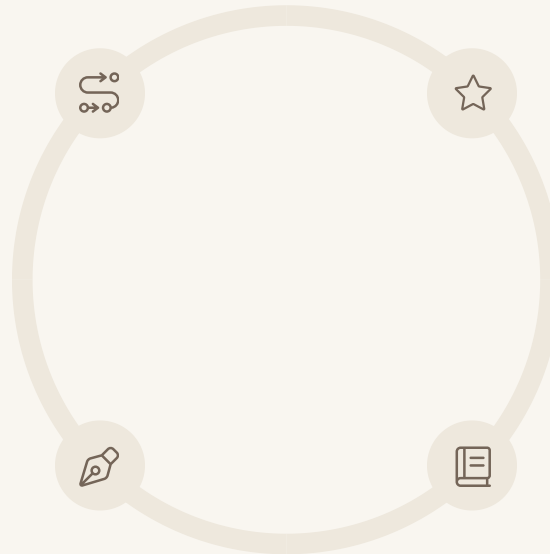
Beyond Technical Solutions

Process Optimization

Streamlined workflows to eliminate redundancies and bottlenecks.

Performance Visibility

Created leadership dashboards for data-driven decision making.



Cultural Shift

Fostered accountability and ownership within the support team.

Knowledge Transfer

Built internal expertise through comprehensive training programs.

Client Testimonial

Full Control

"Avaratak didn't just fix our tools —they changed how we deliver support. We now have full control and clarity." — Head of IT Support

Team Empowerment

Support team morale improved as they gained confidence in their ability to meet SLAs consistently.

Long-term Value

Zero dependency on external support created sustainable cost savings and operational independence.

