

Collaborating with a Non-Profit

Improving an Existing Program

Forthright's unmatched expertise in regulatory and rules-based processes combined with state of the art technology make the redesign of an existing program possible while exponentially improving its efficiency, usability, and cost-effectiveness. Forthright's program improvement capabilities are showcased in a partnership with a non-profit trade association.

Challenge

A non-profit trade association was looking for a new partner to help administer a program to resolve disputes between the trade association members and their customers. The association was looking for a partner who could reduce costs and increase program user satisfaction while retaining the current framework and structure of the program.

Solution

Forthright collaborated with the non-profit trade association to transition, redesign, and improve the system.

By implementing a simpler user interface, Forthright was able to lower costs and offer higher quality processing and record keeping; all while the volume of claims increased. Forthright created thorough and organized program rules, devised a user fee system, and implemented state of the art technology that facilitated higher volumes of processing.

Forthright's customized case management tools, which includes a scalable computerized system that can handle small and large volumes to ensure all programs run smoothly while incurring the absolute lowest cost for all users.

Results

Through its partnership with Forthright, the non-profit, its members, and their customers have benefitted from simple and reliable complaint-based processing systems. Reported results include:

- Higher quality administration
- Lower costs than previous provider
- Larger volume of cases handled
- Faster resolution time
- More affordable process for users
- Seamless transition for the non-profit
- Improved customer service
- Enhanced program rules and procedures

