

CASE STUDY:

Scaling with Confidence: Expanding and Streamlining Communications

One of the nation's fastest-growing insurance providers was managing an **ever-increasing volume of member communications** across multiple brands. Their in-house systems were functional but fragmented, and the demands of daily mailings, compliance oversight, and HIPAA regulations were becoming **too complex to handle internally**. They needed a smarter, automated solution that could do it all.



Recognizing that **manual workflows were no longer sustainable**, the insurer sought to transform their internal mailing processes into a modern, automated system. By focusing on compliance, speed, and accuracy, they set a clear goal: **simplify operations** while maintaining the highest level of data integrity and member trust.



JTS partnered with the company to design a **fully automated, compliant fulfillment process** that managed all member communications. Using daily file uploads, standardized materials, and integrated reporting, the solution consolidated multiple workflows into one seamless system that ensured consistency across every brand and every communication.



The insurer has **significantly reduced manual labor and turnaround time** while improving accuracy and compliance. Daily mailings now run smoothly and on schedule, leaving the client confident that their communications are handled efficiently, securely, and cost-effectively.

Simplify your process, strengthen your results, and exceed expectations.

Let's start your next project today! Connect with our team to see how we can help you deliver smarter, faster, and better.



Milwaukee, WI Headquarters

1180 Walnut Ridge Drive, Hartland, WI 53029
Phone: (262) 369-9500

www.JTScorp.com

Phoenix, AZ Office

1507 West Parkside Lane, Phoenix, AZ 85207

Madison, WI Office

100 Interstate Blvd., Edgerton, WI 53534