

Customer Service

Client Type:

Blue Cross Blue Shield Organization
with an MSP Partner

Project Scope:

Customer Service Representatives

Project Year:

Current



Problem

A long-time Blue Cross Blue Shield client located in the Midwest has recently begun working through an MSP partnership. During this process, the customer service department needed to onboard a volume of resources.

Response

The client selected The Jacobson Group and one other supplier partner for this project. This specific MSP program is known to be competitive, and Jacobson was chosen because of our insurance industry expertise and significant track record of success providing resources for this particular client.

Solution

The initial request was for 30 customer service representatives. Jacobson was able to recruit from 12 states that the client approved and submitted 40 qualified resources within 48 hours. The client moved 32 of our resources to the interview process. The client was so impressed with Jacobson's quick turnaround and volume of resources, they shifted the CSR positions to Jacobson as the exclusive supplier partner.