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Omnium Worldwide, selects Jacada unified service desktop solution

Leading accounts receivable management and cost containment company will deploy Jacada solution to accelerate and automate claims processes

Jacada Ltd, a leading provider of unified desktop and process optimisation solutions for customer service operations, today announced that Omnium Worldwide, Inc. has selected Jacada WorkSpace and Jacada Fusion to automate its claims validation processes and accelerate the identification of incorrectly paid and overpaid claims.

Omnium Worldwide, Inc. is a leading accounts receivable management and cost containment company headquartered in Omaha, Nebraska. The company offers healthcare cost containment solutions as well as insurance recovery services for companies across North America.

As part of an initiative within its claims verification division, Omnium Worldwide, Inc. sought a solution that would add automation directed toward the process of validating insurance claims. With a goal to improve customer service while reducing the cost of operations, Omnium Worldwide, Inc. researched solutions that could simplify the complexity of the claims processing environment without requiring a rewrite or replacement of existing application software. After evaluating several alternatives, Omnium Worldwide, Inc. selected the Jacada unified service desktop solution to leverage existing technology investments, while consolidating mission critical data. Using Jacada, the company will be able to create a more simplified and automated customer service desktop to more efficiently validate claims.

“At Omnium Worldwide, Inc., we are committed to technology investments that assist our employees in being more productive,” commented Duffy Boyle, CIO for Omnium Worldwide, Inc. “We identified in our claims validation process key areas where our business can improve, and that’s where Jacada solutions are an ideal fit. Using the Jacada unified service desktop will enable our personnel to validate claims faster and with greater accuracy, while heightening our staff’s ability to more rapidly pinpoint overpaid claims.”

“Omnium Worldwide, Inc.’s decision continues to demonstrate that an increasing number of large corporations are targeting their customer service organisations as strategic, critical areas of their business where improvements in the quality of customer service can quickly deliver both cost reduction and increased revenues – the ideal combination,” said Joe Horne, vice president of Americas sales for Jacada. “We are excited to have been selected for this project, and we look forward to seeing the significant business impact the Jacada solutions will bring to Omnium Worldwide, Inc.

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