

Case study

Thousands of homes suffered severe flood damage. We stepped up when a state needed to help homeowners rebuild.



In challenging times, we answer the call.

When a Gulf state was hit with major flooding in spring 2017 in the wake of torrential rains, homeowners in affected areas needed immediate help. The state set up a website for homeowners without flood insurance to apply to be reimbursed for their losses.

The state's Disaster Recovery Unit soon contacted Conduent to implement a Flood Assistance Emergency Call Center to help homeowners apply for a Homeowner Assistance Program. The program is dedicated to helping homeowners affected by floods to repair and restore their damaged homes, or get reimbursed for work already completed. The call center would help applicants applying online troubleshoot any issues, and submit claims for homeowners who did not have internet access.

We were first notified of the state's need for assistance on March 31, 2017, and took our first call on April 10, 2017. Within the 10-day period, Conduent hired, trained and set up our phone system for launch. We deployed a team of skilled and experienced call center professionals who quickly developed the necessary working relationships.

During the project lifespan of April to June 2017, our call center handled 20,000 calls and completed nearly 7,500 applications.

This important project was completed on time and on budget, and homeowners got the help they needed.