

LERETA CASE STUDY



With Miratech's help we were able to stand out from our competition and gain new revenue avenues quickly.



OVERVIEW

LERETA, a leading financial services company providing real estate tax and flood services, sought to strengthen its market position through operational process transformation, improved customer experience, and enhanced security. This case study explores how LERETA partnered with Miratech, a specialized Business Transformation as a Service (BTaaS) provider, to achieve these objectives.

AT A GLANCE

CHALLENGES

- Operational complexity
- Security compliance
- Customer onboarding
- Customer experience improvement
- Technology customization
- Business & technology alignment

BENEFITS

- Integration improvement & automation
- Secure communication system
- Source control and migration
- Managed support for Genesys Cloud
- Easier customer onboarding





TRANSFORMING BUSINESS PROCESSES AND ENHANCING SECURITY FOR REAL ESTATE TAX AND FLOOD SOLUTION PROVIDER

OBJECTIVES

LERETA's primary objective was to transform its operational processes, improve customer experience, and bolster security measures. The company aimed to streamline integrations with key providers, automate tasks, and enhance communication systems to achieve higher customer engagement and first call resolution rates.

SOLUTIONS

Miratech, as LERETA's trusted partner, executed a comprehensive Business Transformation as a Service project with the following key initiatives:



Integration Improvements and Automation

Enhanced integrations with key providers using advanced automation techniques to boost operational efficiency and improve the customer experience.



Structured and Secure Communication System

Implemented a secure communication system for customer service operations across various channels, resulting in improved first call resolution rates and increased CX.



Source Control and Migration

Streamlined development and deployment processes through successful source control and migration using CI/CD pipeline tools like Terraform and CXasCode.



Managed Support for Genesys Cloud

Provided ongoing day-to-day support and maintenance for LERETA's Genesys Cloud environment, ensuring smooth operations and focus on core business activities.



Unique Technology Request and Data Extraction

Delivered a successful unique technology request for LERETA, showcasing the benefits of adhering to security compliance and maintaining the integrity of sensitive information.



Onboarding Customers with Security Requirements

Assisted the onboarding of new customers with demanding security requirements by implementing segregated authentication processes, integrating with third-party identity management platforms, and customizing data views.





TRANSFORMING BUSINESS PROCESSES AND ENHANCING SECURITY FOR REAL ESTATE TAX AND FLOOD SOLUTION PROVIDER

RESULTS

By partnering with Miratech for Business Transformation as a Service, LERETA achieved significant results:



Improved Operational Efficiency

The streamlined integrations and automation initiatives resulted in increased operational efficiency, enabling LERETA to handle customer service operations more effectively.



Enhanced Customer Experience

Brand alignment and quality teams can now audit and evaluate CX interactions through a secure regulatory compliant process, in which they have direct custody of the assets.



Strengthened Security Measures

Through Miratech's expertise, LERETA successfully implemented complex security requirements, allowing the company to acquire new customers with demanding security needs.



Successful Onboarding of New Customers

Miratech's support in onboarding customers with rigorous security requirements helped LERETA grow its revenue and expand its customer base.



"Miratech's support and expertise on multiple fronts of our business has been invaluable. We were able to stand out from our competition and gain new revenue avenues with Miratech's help. We feel more confident in our security processes, customer experience journeys, and seamless integration between our systems. With Miratech's help we were able to expand our customer base while working on the project, so we are thankful for all the hard work and dedication they've put in."

JOHN WALSH

CEO, LERETA

