

A HAT-TRICK OF GOLD AWARDS: PRISM NETWORK CASE STUDY



Prism Network

Prism Network, with over 100 years industry experience, are specialists in simplifying and speeding up the insurance claims process.

Working in both the domestic and commercial sectors, Prism offer a streamlined and alternative way to **speed up the lifecycle of a claim.**

With a network of experienced industry professionals and tradespeople (all who share the company's passion for customer focus), **Prism aim to aid their customers, often through a difficult period**, get damages repaired quickly and insurance claims settled – with minimum fuss.



THE
CHALLENGE

First working with IIC in 2016, Prism Network wanted to gain an **independent verification of the service they provide** to give themselves credibility.

In most industries a customer is quite straightforward, but in Prism's case a customer could mean the insurer, policyholder, letting agent, or managing agent, so getting a **holistic view of not only the customer feedback, but also the internal view** of both employees and contractors was key.



THE
SOLUTION

Following their first assessment in 2016, Prism Network achieved a very credible Silver award. In 2018 that rose to an exceptional gold award, which with running the assessment every other year, **Prism have maintained their high scores, making 2023 a hat-trick of Gold awards.** Feedback stated that Prism provides good, quality service, is responsive and proactive in their communication, offers clear and concise guidance, and is easy to work with.

Prism's Net Promoter Score® (NPS) **has risen from -18% in 2016 to +54% in 2022.** Further testament to the hard work Mark and the team have put in over the last few years to implement a strong CX ethic, which is definitely being reflected in the high scores given. It is testament to their hunger and desire to ensure maximum customer centricity that Prism won't rest on their laurels and strive to not only maintain their gold standard, but to increase their scores and feedback across the board.



Mark Orton
Managing Director

"We're absolutely delighted with our results & especially proud to be recognised for how fairly we treat our customers"

*"We want everyone who encounters us to see and feel our passion for our work. **This award & our work with IIC year on year**, recognises the lengths we go to deliver an outstanding customer experience."*