



United American Insurance Company is a leading provider of Medicare Supplement insurance for seniors in North America. On the whole, the company offers life, supplemental health, and accident insurance coverage to individuals, families, and seniors. For client needs, United American Insurance works with thousands of insurance agents in all 50 states and Canada. For 35+ years, it has maintained strong financial stability, earning top ratings from leading credit agencies.

"I never go through a day without using Mikogo. I also recommend it every day!"

Dave Oliver

Director of E-Applications,
United American Insurance
Company

www.unitedamerican.com

United American Insurance Company

Training 2,000 Agents Made Simple

The Challenge

For efficient sales of Medicare Supplements and other insurance products, United American agents use the iGO e-App, an intelligent fillable form that makes the online insurance enrolment process faster and easier for both the agent and the customer. The e-App is essential for the work of thousands of the company's agents across the USA but due to their wide-ranging locations, instructing the agents in how to use the e-App proved challenging. Dave Oliver, Director of E-Applications for United American Insurance, emphasized the difficulty of finding a one-size-fits-all solution: "I really had to find the easiest screen sharing program possible for my agents."

The Solution

For United American Insurance, Mikogo makes agent training and problem troubleshooting tremendously faster and easier. Dave Oliver has this to say: "Mikogo is hands down the easiest to use and to teach to insurance agents. It helps save SO much time and frustration in any training process!" Via Mikogo, Oliver can meet agents online and quickly show them how to use the e-App on their screen. Oliver communicates the value of this functionality in a compelling anecdote. "I've got 2,000 agents using the e-App. If they call me with a problem - which they do quite a bit - I just tell them to go to Mikogo.com, they pop right in... I help them through their situation, and then we're done! They are 'wowed' by the experience. Afterwards, they tell me that the webinar was exciting, concise and that they are excited to put the training into practice."

The Conclusion

Thanks to the faster and more efficient training, United American Insurance's agents reach a new level of productivity. The agents not only become versed in how to use the e-App, but also learn how to use Mikogo, which they often adapt for other parts of their business, including client presentations and off-site agent training. The agents also express satisfaction with the ease of their training. "I get so many good comments on Mikogo. I never, ever get a negative comment on it. Everyone tells me how easy it is to use, and how they never have a glitch with it - it always works," says Oliver.

About Mikogo - Mikogo incorporates innovative desktop sharing technology to provide an easy-to-use free online meeting solution, welcoming everyone to high-quality online collaboration. The popular software tool is now used in over 180 countries, primarily by private users, freelancers and small businesses. Launched in 2007, Mikogo is provided by the renowned provider of web collaboration solutions, BeamYourScreen, whose product range consists of software solutions for online meetings, online and remote support. At present, more than 2000 corporate customers in over 40 countries worldwide are using the BeamYourScreen technology and benefiting from significantly reduced travel time and travel expenses. Visit us at www.mikogo.com