Health Insurance Company Recovers 2,200 Hours Monthly and Improves Productivity by 38% with Controlio

When remote work became permanent for 62% of this insurer's 2,400 employees, management lost visibility into daily operations. Claims backlogs spiked to 34%, reason - unidentified. A year into Controlio deployed across 1,850 endpoints, situation completely altered and the numbers here show that:

38%	**2,200**	**23%**	**4.2x**
Productivity Gain	Hours Recovered Monthly	Faster Processing	Visibility Improvement

Background

This regional health insurance enterprise operates in 12 states with over 2,400 staff members across multiple subsidiaries. They manage around 3.2 million claims per year. However, due to the change in work arrangement whether remote or hybrid, management had no way to determine how the staff was spending time. This resulted in a mounted backlog. Customer satisfaction dipped. Leadership evaluated several workforce analytics tools and chose Controlio for its productivity focus and straightforward deployment.

Industry	Health Insurance
Employees	2,400
Deployment	On-Premise
Endpoints Monitored	1,850

Core Problems Countered

No Visibility into Remote Teams

Supervisors used to walk the floor and spot issues early. Remote work ended that. Almost 62% of the staff was offsite over 3 days weekly, supervisors could not gauge staff work capacity or bandwidth. They were completely blindsided with who needed help, who had enough time to take on more work, or who was sitting idle. Performance reviews turned subjective.

Undiagnosed Processing Delays

Claims took 34% longer to close after the remote transition. Was it slow applications? Poor training? Uneven workloads? Operations suspected all three but had no data to confirm anything. Fixes stayed on hold because root causes stayed hidden.

Absence of Workload Data

Some teams ran hot while others had slack capacity. Leadership sensed the imbalance but lacked hard numbers. Finance wanted utilization metrics before approving headcount changes. Without those metrics, reallocation requests went nowhere.

Unmeasured Non-Productive Application Usage

Management had no visibility into time spent on applications and websites unrelated to job functions. Without baseline measurements, supervisors could not conduct informed discussions regarding time management or identify employees who might benefit from workload adjustment or productivity coaching. The absence of data precluded both policy enforcement and supportive intervention.

> *"We went from observing our teams daily to hoping they stayed productive. That is not management. We needed real data."*
>
> **VP of Operations**

Solution Blueprint & Implementation

Controlio went live in phases over 90 days. Claims processing came first, then customer service, underwriting, and admin. HR made clear the goal was productivity improvement, not surveillance. IT reported zero performance complaints during rollout.

Platform Configuration

Activity Tracking	Logs active and idle time continuously. Tracks application and website usage per employee.
Screen Recording	Periodic captures provide context for coaching. Frequency adjustable by role.
App Classification	156 applications tagged productive. Non-work apps trigger alerts to supervisors.
Productivity Scoring	Role-based benchmarks set after a 30-day baseline. Scores enable team comparisons.

Controlio Application Across Business Functions

1. Time Allocation Analysis

Prior to implementation, management assumed claims processors spent the majority of working hours in the primary claims management system. Activity data revealed a different pattern: personnel allocated 23% of daily active time to email applications while only 41% was spent in the core claims platform. This finding initiated a process improvement effort targeting email volume reduction and workflow streamlining, resulting in measurable productivity gains.

2. Early Performance Intervention

Activity pattern analysis now surfaces indicators when employees encounter difficulty with specific systems or spend disproportionate time on tasks that typically require less effort. This way managers are able to step in right away if they see a resource struggling and take action before a minor problem turns into a drastic issue. Moreover, they can

reference screen recordings as a proof of concept during their meetings instead of vague explanations.

3. Workload Optimization

Utilization metrics identified significant capacity imbalances across departments. Certain teams operated consistently at elevated utilization while others maintained available capacity that was not reflected in headcount reports. Quantified utilization data enabled leadership to execute personnel reallocation between departments without requiring additional hiring, a decision that could not have been justified without objective measurement.

4. Non-Productive Time Reduction

Application monitoring established that employees averaged 47 minutes daily on non-work applications and websites. Rather than implementing restrictive controls, management utilized this data for individual coaching conversations focused on time management and focus improvement. Alert notifications enabled supervisors to intervene when non-work application usage exceeded thresholds. Within the measurement period, average non-productive time decreased to 18 minutes daily.

Documented Results

Metric	Before	After
Claims Processing Time	4.2 days	**3.2 days**
Productive Hours Daily	5.1	**7.0**
Non-Work App Time	47 min	**18 min**
Manager Visibility Score	2.1/5	**4.2/5**
Hours Recovered Monthly	N/A	**2,200**

Top performers had developed shortcuts that were never documented. By studying their workflows, training was updated and processing time fell 23% in three months. Employee

surveys showed 71% felt the visibility helped them get credit for work that remote settings would have hidden.

> *"We found our best people had tricks nobody else knew. Controlio helped us identify those patterns and teach them to everyone."*
>
> **Director of Claims Operations**

Future Development

Following successful initial deployment, the organization has approved expanded implementation for the upcoming fiscal year. Next fiscal year, contractors and vendors with system access will be added to the monitoring scope. HR wants productivity data fed into performance reviews. Each department will get its own benchmarks. The operations team also sees value in using activity patterns to decide which roles work best onsite versus remote.

About Controlio (by EfficientLab LLC)

EfficientLab LLC is an independent software vendor providing high-quality and robust employee monitoring technologies. The first product, Work Examiner, was released in 2005. Controlio (released in 2017) is a web-based cloud system for employee surveillance on their work PCs that run Windows. You can easily monitor web and application usage and watch what's happening on your staff screens live or on demand. Productivity optimization is one of the reasons why you need a surveillance system. With Controlio, you can see productivity issues and organizational bottlenecks at their early stages and take care of them before they become big.