



# SERVICE CONTINUITY



We ensure a smooth transition with minimal disruption to your organization's operations. This allows for maintaining consistent levels of service and the minimization of potential gaps in service throughout the process.

This not only prevents delays in claims processes, which can frustrate injured workers, but also empowers Risk Managers to perform their job more effectively. With Athens as your partner, you can focus on your core responsibilities, confident in the knowledge that your TPA transition will be handled seamlessly, allowing you to deliver exceptional service to your employees.

**Are you concerned  
that during the  
conversion process,  
there will be  
disruptions resulting  
in communication or  
service challenges for  
your injured workers?**

Athens Administrators takes several measures to ensure service continuity during a conversion process.

- We conduct an advanced pre-conversion planning and preparation plan, including a detailed analysis of the client's requirements, systems, and processes to identify potential risks and challenges. By understanding the client's specific needs, we develop a comprehensive conversion plan that minimizes disruptions.
- We assign a dedicated team of experienced professionals who specialize in managing conversions. Led by our Implementation Specialist, this team works closely with the client to coordinate all aspects of the conversion process, including data migration, system integration, operational adjustments and banking. Their attention to detail helps to maintain continuity and mitigate any potential issues.

- We prioritize effective communication with the client throughout the conversion process. We provide regular updates, status reports, and timelines to keep the client informed and engaged.
- We leverage advanced technology tools and systems to facilitate a seamless conversion. Our approach ensures secure data transfer, system compatibility, and efficient workflow management, contributing to uninterrupted service delivery.

Athens Administrators prioritizes advanced planning, effective communication, dedicated expertise, and technological capabilities to ensure service continuity during a conversion. Our goal is to minimize disruptions, maintain operational stability, and deliver exceptional service to our clients throughout the transition process.