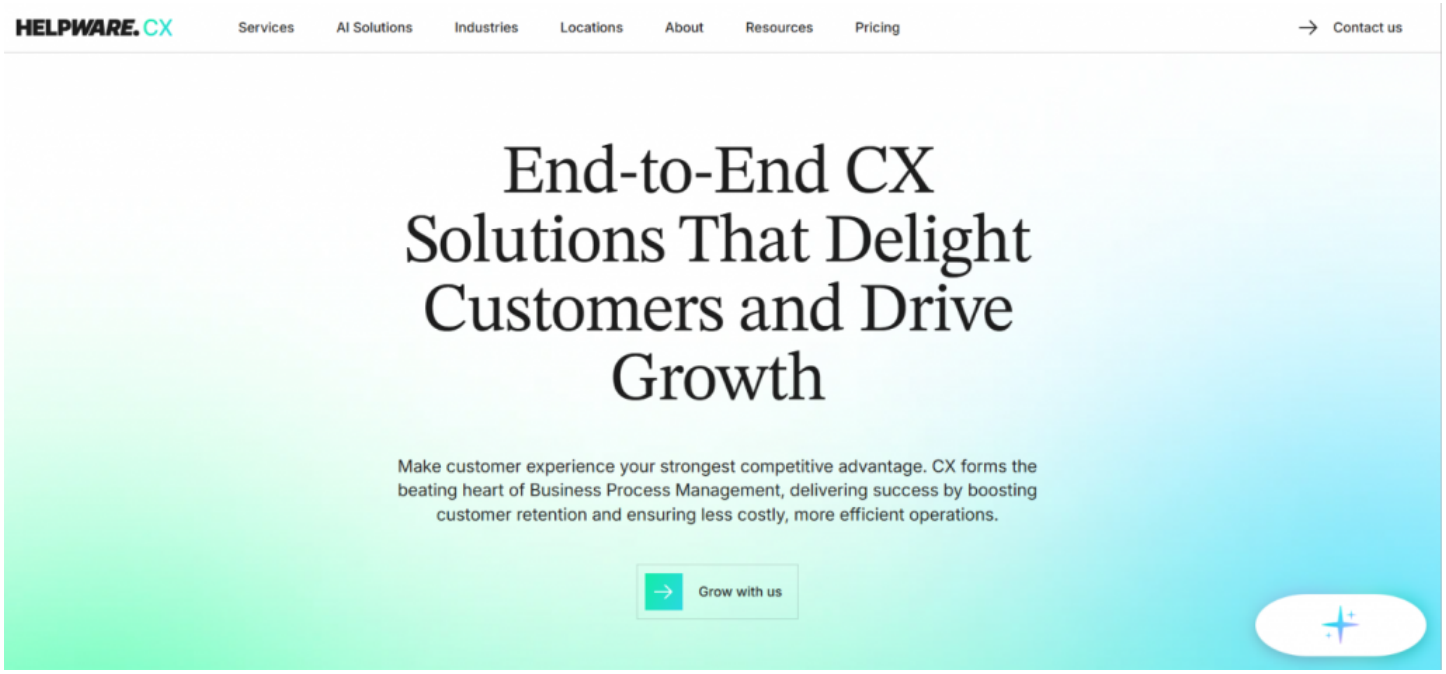
Helpware Triples UK Medical Device Maker's Support Team and Meets All Six Service Targets

Helpware tripled its HIPAA-trained support team for a UK medical equipment manufacturer in one year, achieving a 99.5% order accuracy rate, 100% case completion, and exceeding all Q1 2025 service targets.



New York City, New York Nov 10, 2026 (Issuewire.com) - *A HIPAA-trained team that started with 15 people grew to 45 full-time employees in one year, holding average handle time at 4.63 minutes and order accuracy at 99.5 percent.*

Helpware, a business process management company that pairs trained support teams with AI-powered technology, today released results from its partnership with a UK-based medical equipment manufacturer. The Helpware team launched with 15 people in March 2024, grew to 45 full-time employees by March 2025, and met or beat all six service targets the client set for Q1 2025.

The client makes equipment for digestive health, pain management, and infection prevention, and it serves healthcare providers and patients in a tightly regulated market. Before the partnership, its internal team was stretched thin. High-touch workflows drove up handling times, and each interaction carried a risk of delay or error. The company needed faster, more accurate, compliant support without adding work for its own staff.

A multi-tier team built around compliance

Helpware staffed the account from its Philippines operations across three service areas: a back-office data entry team and two tiers of voice customer service representatives (CSRs). The CSRs handle patient and provider inquiries by phone. The data specialists own order accuracy and timely case completion. Helpware trained the agents on HIPAA and other regulatory frameworks and aligned the team with the client's own compliance and quality standards.

Q1 2025 results against client targets

- **Average handle time:** 4.63 minutes (target: under 5 minutes)
- **Average hold time:** 17.33 seconds (target: under 30 seconds)
- **Abandoned calls:** 13.67 (target: under 33)
- **Voice of customer score:** 4.14 out of 5 (target: above 4.0)
- **Order quality and accuracy:** 99.5 percent (target: 99.5 percent)
- **Case completion:** 100 percent (target: 100 percent)

From three service areas to nine

The client expanded the engagement as the numbers held. By March 2025, the Helpware team had tripled in size, a 200 percent increase in headcount, and covered nine service areas: chargeback analysis, customer service data entry, general data entry, Tier 1 and Tier 2 customer service, junior and senior patient care coordination, subject matter expertise, and technical support.

Readers can find the KPI breakdown and team structure in the full healthcare case study on the Helpware website.

About Helpware

Founded in 2015, Helpware is a business process management (BPM) company with more than 4,000 team members across 19 locations on four continents, supporting clients in 45+ languages. Its four divisions, Helpware CX, Helpware AI, Helpware Tech, and Helpware Media, deliver customer experience operations, AI solutions, custom software development, and growth marketing. Helpware provides healthcare customer service, technical support, and back-office operations for telehealth, SaaS, ecommerce, and fintech companies, and it holds SOC 2 Type II, ISO 27001, and ISO 9001 certifications, along with HIPAA and GDPR compliance. Learn more at www.helpware.com.

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