

TGG Solutions

Discover our
Solutions



Our Purpose

We create confidence and peace of mind,
with products, knowledge and support

Our Values

Integrity

Respect

Courage

Excellence

Diversity

Innovation

Stewardship

Our Standards

Customer service | Leadership | Quality

TGG Solutions' Services

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Areas of Focus

TGG Solutions provides customer-centered business solutions. We listen to our customers' needs and innovate solutions to help them expand their business. We have been an industry partner **for over 50 years**, gaining knowledge, experience and expertise. We specialize in insurance and billing services. Servicing **over 5,000 agents** throughout the state of Michigan, as well as out of state agents.

TGG Solutions is headquartered in Grand Rapids, Michigan. As an organization, we are in a period of growth. We are using our core competencies and expertise to diversify our business solutions.

We pride ourselves on having a rich history of our corporate values. Our values are at the core of every decision we make, and how our associates execute their daily work. Our strong culture is what sets us apart in the market; our values are what helps us anticipate customers' needs and provide them with innovative solutions.

With a **team of over 100 employees**, we know that our associates are our backbone. We invest in our associates' growth and continuous education to ensure our teams can provide the best service to our customers. Our team members are our greatest asset and our competitive differentiator.

We are TGG

Your customizable business solution, distinctly leveraging expertise, discovering needs and innovating results.

tggolutions.com

AREAS OF FOCUS	APPLICATIONS
Senior Markets (Medicare products and services)	<ul style="list-style-type: none"> Sales and distribution of Medicare Advantage and Medicare Supplement products Other senior insurance products including; GeoBlue, end of life insurance and long term care insurance Education, navigation and support call center A selling call center, implementing the sales and service of the products Agent distribution management Carrier product sales and service support Development of bonus and incentive programs
Insurance Agency Product Sales and Service Support	<ul style="list-style-type: none"> Insurance product, underwriting and processing, education and training Agent quote to card technology platform implementation and support, using Nexben Sales consultation and support Enrollment services Triage and expediting support with the carriers Compliance support Consolidated commissions services
Insurance Carrier Distribution Management	<ul style="list-style-type: none"> Exclusive managing agency services (25 year service contract with Blue Cross Blue Shield of Michigan) A trusted extension of the carriers' brand(s) Carrier product, underwriting and processing, education and training Agency/broker distribution development and management Assisting them in marketing, selling and supporting product sales Field underwriting Managing an agent/broker commissions program Association health plan product integration
Chamber and Association Insurance Plan Administration	<ul style="list-style-type: none"> Chamber and association insurance plan administration Insurance program development and management Association health plan design, development and management; helping set up Transcend first AHP in the market Consolidated billing services; providing this service to Small Business Association of Michigan (SBAM) insurance program with over 3,000 groups Sales and distribution design, development and manage Marketing and communication services
Insurance Billing Services (consolidated and direct billing)	<ul style="list-style-type: none"> Group insurance billing (medical, ancillary and voluntary insurance products) Individual medical, Medicare advantage, ancillary and voluntary Consolidated billing Medical, life, ancillary, voluntary, FSA, COBRA, dues, etc.
Insurance Enrollment Services (pre, active, post support)	<ul style="list-style-type: none"> Electronic enrollment implementation and pre, active and post servicing In person, video and telephonic enrollment sales support
Insurance Technology Platform Service support	<ul style="list-style-type: none"> Onboarding technical platform education and training Ongoing platform support Customer service support (telephonic and click to chat) Sales and marketing Communication Carrier integration (rates, quality checks)

Administrative Support

- Team Skills**
- Organization
 - Office Management
 - Facility Maintenance
 - Scheduling
 - Customer and Reception Services
 - Expense Reporting and Tracking
 - Fulfillment
 - Meeting Preparation

SKILL SET	APPLICATIONS
Organization	<ul style="list-style-type: none"> • Providing structure and organization to daily work flows by maintaining calendars and preparing for meetings, including meeting spaces
Office Management	<ul style="list-style-type: none"> • Maintain supplies and inventory • Vendor relationship management • Anticipate business and associate needs
Facility Maintenance	<ul style="list-style-type: none"> • Maintain the facility request program • Interface with facility vendors • Assess and delegate internal facility assignments
Calendaring/Scheduling	<ul style="list-style-type: none"> • Maintain calendars • Coordinate numerous schedules • Track in and out of office status
Customer and Reception Services	<ul style="list-style-type: none"> • First line of contact for many people calling or coming into the building • Provide a warm welcome • Provide call triaging by understanding customer needs, and sending the customer to the correct department
Expense Reporting and Tracking	<ul style="list-style-type: none"> • Organize, track, and code expense reports • Track and organize all corporate credit card expenses
Fulfillment	<ul style="list-style-type: none"> • Understanding and fulfilling customer supply needs • Aiding in the fulfillment of associate supply requests including office supplies
Meeting Preparation	<ul style="list-style-type: none"> • Prepare meeting agendas and presentations • Record and distribute meeting minutes • Organize meetings, knowing if there needs to be special room preparation or accommodations

Compliance, Risk and Security

- Team Skills**
- IT Security
 - HIPAA Risk Analysis
 - HIPAA Documentation
 - HIPAA Security Training
 - Risk Assessments
 - Centers for Medicare and Medicaid (CMS) Documentation and Audit
 - CMS Compliance Training

SKILL SET	APPLICATIONS
IT Security	<ul style="list-style-type: none"> • Maintain high-levels of IT security to mitigate the risk of any PHI being exposed • Monitor our systems to ensure that we meet all mandated security requirements
HIPAA Risk Analysis	<ul style="list-style-type: none"> • Consult on analysis process • Conduct analysis • Audit analysis results • Assist with implementation of corrective actions
HIPAA Documentation	<ul style="list-style-type: none"> • Draft required agreements • Audit ongoing documentation compliance
HIPAA Security Training	<ul style="list-style-type: none"> • Provide preparedness training • Develop custom training • Conduct training • Administer training to ensure compliance • Audit compliance
Risk Assessments (mainly in the IT space)	<ul style="list-style-type: none"> • Conduct regular risk assessments to ensure maximum security of existing platforms • Assess all new systems to ensure potential risk as related to PHI and HIPAA, if used
CMS Documentation and Audit	<ul style="list-style-type: none"> • Audit ongoing documentation compliance • Maintain all CMS required documentation • Assist CMS auditors with annual audit • Ensure company wide CMS compliance
CMS Training	<ul style="list-style-type: none"> • Provide prepared training • Develop custom training • Conduct training • Administer training to ensure compliance • Audit compliance • Office of Inspector General (OIG) and General Services Administration (GSA) attestation

Finance

Team Skills

- Bookkeeping
- Payments and Billing
- Payroll
- Financial Reporting
- Tax and Audit Preparation
- Analysis and Data Mining
- LEAN Training
- Business Valuation

SKILL SET	APPLICATIONS
Bookkeeping	<ul style="list-style-type: none"> • Maintain general ledger • Produce high quality financial statements • Integrated with billing and payments • Cloud processing of financials - a more secure method
Payments and Billing	<ul style="list-style-type: none"> • Automation of payment and ACH payments • Accounts payable maintenance • Contract arrangements
Payroll	<ul style="list-style-type: none"> • Automating the payroll process for companies that need full service • 1099 and W-2 reports • Bonus and governmental reporting
Financial Reporting	<ul style="list-style-type: none"> • Budget reports • Income statements • Expense reports • Cash flow reports • Monthly, quarterly, annual and board reports
Tax and Audit Preparation	<ul style="list-style-type: none"> • Small Business tax preparation • Tax filing for agents • Audit preparation for IRS audits
Analysis and Data Mining	<ul style="list-style-type: none"> • Development of reporting • Creation of reporting and metrics tools
LEAN Training	<ul style="list-style-type: none"> • Understanding LEAN and how to use it to save time and money with existing processes • Provide training on measuring success, learning from failure and creating a baseline to measure LEAN projects • Standard operating procedures (SOP) <ul style="list-style-type: none"> - Mapping and documenting existing processes - Process changes and improvements - Using SOPs as a training and support guide to eliminate risk
Business Valuation	<ul style="list-style-type: none"> • Valuation of businesses • Competitive valuation <ul style="list-style-type: none"> - Mergers - Acquisitions - Fair value reporting - Impairment testing

Key business platform

Microsoft Dynamics Great Plains

Human Resources

Team Skills

- Administration
- Compliance and Audit
- Recruitment
- HR and Manager Trainings
- Employee Trainings
- Consulting
- Coaching and Mentoring

SKILL SET	APPLICATIONS
Administration	<ul style="list-style-type: none"> • Bonded Michigan notary public • COBRA administrator and managing your COBRA
Compliance and Audit	<ul style="list-style-type: none"> • Employment posters • Form I9 and E-verify • HR forms • Job descriptions and ADA compliance • Policies and procedures • Records and retention • Wage and hour (knowing the status' required by the Department of Labor)
Recruitment	<ul style="list-style-type: none"> • Extending offers • Job postings • Managing your recruitment needs • Screening
Human Resources and Manager Trainings	<ul style="list-style-type: none"> • Conducting workplace investigations and providing personal action plans • Emotional intelligence • Family and Medical Leave Act 101 • Progressive discipline documentation • Train the trainer • Wrongful terminations prevention
Employee Trainings	<ul style="list-style-type: none"> • Ethics & PHI • OSHA/Facilities • Sexual harassment and workplace bullying
Consulting	<ul style="list-style-type: none"> • Best practices for hiring • Building an inclusion and equity program • Interviewing techniques • Leave of absence management for FMLA, ADA and worker's compensation • Performance management program • Pre-screening resumes
Coaching and Mentoring	<ul style="list-style-type: none"> • How to coach vs. mentor

Key business platform

ADP

Information Technology

Team Skills

- Application Support
- Desktop Computer Support
- Mobile Device Support
- Network Support
- Software Development

SKILL SET	APPLICATIONS
Application Support	<ul style="list-style-type: none"> • Provide expertise and technical knowledge about an application or suite of applications • Answer queries and resolve issues with software applications • Train users on specific applications • Create documentation for users
Desktop Computer Support	<ul style="list-style-type: none"> • Point of contact for PC users needing technical assistance • Remote troubleshooting of computer issues • Talk customers through problem-solving steps • Use remote system access to resolve issues
Mobile Device Support	<ul style="list-style-type: none"> • Draft mobile device policies • Analyze and recommend appropriate carriers and plans • Manage impact of devices on network (bandwidth) • Provide support (help desk) for mobile users
Network Support	<ul style="list-style-type: none"> • Maintain and monitor system and network security (user access, anti-virus, firewall, etc.) • Maintain and monitor data backups • Troubleshoot networking problems
Software Development	<ul style="list-style-type: none"> • Conduct preliminary analysis of software need • Define software requirements • Design features and operations (process diagrams, business rules) • Write code per specifications • Test software • Install/deploy software • Provide documentation for use and maintenance

Marketing and Communications

Team Skills

- Advertising Planning and Execution
- Branding
- Collateral Creation
- Community Relations
- Event Planning and Execution
- External Communication
- Graphic Design
- Internal Communications
- Media Relations
- Public Relations
- Social Media

SKILL SET	APPLICATIONS
Advertising Planning and Execution	<ul style="list-style-type: none"> • Traditional advertising (print, radio billboard and TV) • Search engine optimization (SEO)/Search Engine Marketing (SEM) • Digital advertising • Social advertising • Including plan evaluation and ROI tracking
Branding	<ul style="list-style-type: none"> • Develop brand and style guides to help protect the brand identity • Provide training on what the brand is and what it means for your product and service reputation • Re-branding planning and execution
Collateral Creation	<ul style="list-style-type: none"> • Design of marketing collateral • Development of a collateral map • Coordination of printing collateral • Collateral includes but is not limited to: brochures, booklets, rack cards, fliers, print ads, social posts, digital ads and billboards
Community Relations	<ul style="list-style-type: none"> • Planning how it makes sense to partner with the community <ul style="list-style-type: none"> - Leveraging volunteer opportunities - Committee involvement - Network events
Event Planning and Execution	<ul style="list-style-type: none"> • Plan and timeline development • Securing vendors
External Communication	<ul style="list-style-type: none"> • Communication strategy • Talking points and scripts for emergency and issue management • Mass mailings (direct mailers, annual reports and mass letters)
Graphic Design	<ul style="list-style-type: none"> • Template production in editable formats • Creation of unique pieces for a campaign or product/service
Internal Communications	<ul style="list-style-type: none"> • Strategy and plan creation around a specific initiative • Key message creation
Media Relations	<ul style="list-style-type: none"> • Media pitch plan • Development of key message • Press release, pitch and story creation • Issue and emergency management consultation and message creation
Public Relations	<ul style="list-style-type: none"> • Development of a “free” communication strategy, leveraging social media, hosted events, the media and community involvement and volunteerism
Social Media	<ul style="list-style-type: none"> • Setting up accounts • Creating a strategy • Developing a content calendar • Key message creation

Operations

- Team Skills**
- Customer Service Management
 - Process and Procedures
 - Work Flow and Queue Management
 - Call Center Scripting
 - Call Center Management
 - Quality Assurance
 - Reporting

SKILL SET	APPLICATIONS
Customer Service Management	<ul style="list-style-type: none"> • Maintain customer service standards throughout the organization • Track customer service satisfaction • Train associates on desired customer service behaviors
Process and Procedure Development	<ul style="list-style-type: none"> • Develop departmental processes • Create departmental efficiencies based on daily work flow and customer needs • Develop standard operating procedures to help maintain consistent customer service
Work flow and Queue Management	<ul style="list-style-type: none"> • Create process maps • Ongoing monitoring and auditing • Assessing volume and work flows to maximize throughput
Call Center Scripting	<ul style="list-style-type: none"> • Development of consistent scripting and messaging • Ensure call center compliance • Develop phone tree logic to best serve customers • Maintain necessary staffing to support phone lines
Call Center Management	<ul style="list-style-type: none"> • Develop standards <ul style="list-style-type: none"> - Reporting - Call recording • How to obtain customer service accreditation • Translation services
Quality Assurance	<ul style="list-style-type: none"> • Gathering and measuring feedback • Maintaining and adhering to metrics
Reporting	<ul style="list-style-type: none"> • Gathering report requirements • Creating analyzed reports to measure metrics

Key business platform
Microsoft Dynamics CRM

Project Management

Team Skills

- Business Analysis and Process Improvement
- Cost Management
- Product Development
- Project Planning and Management
- Quality Control
- Resource Management
- Risk Management
- Strategic Planning and Business Plans
- Time Management
- Vendor Management and Procurement

SKILL SET	APPLICATIONS
Business Analysis and Process Improvement	<ul style="list-style-type: none"> • Identify areas of increased efficiency • Provide recommendations/solutions to key stakeholders
Cost Management	<ul style="list-style-type: none"> • Budget development • Budget tracking
Product Development	<ul style="list-style-type: none"> • Host discovery sessions to understand market opportunities, customer needs and evaluate product feasibility • Create a project plan to support the new product
Project Planning and Management	<ul style="list-style-type: none"> • By using various techniques of project planning, provide direction and accountability to all members of a project • Initial project plan set-up based on the needed project outcome
Quality Control	<ul style="list-style-type: none"> • Ensuring project tasks are completed according to provided requirements • Ensuring that vendors are doing thorough and complete work
Resource Management	<ul style="list-style-type: none"> • Plan people, supply and financial needs to complete a necessary project • This can also be done on a larger or smaller scale not related to a project, for example if a company is anticipating growth
Risk Management	<ul style="list-style-type: none"> • Risk pre-planning and preparing for potential what-if situations • Minimize risk impact • Develop risk response strategies
Strategic Planning and Business Plans	<ul style="list-style-type: none"> • Create plans based on discovery sessions, competitive market share data and company goals • Understand goals, objectives, desired outcomes and target audience to provide a recommended tactical plan • Creation of a business case evaluation process • Track ROI and analytics
Time Management	<ul style="list-style-type: none"> • Determine the needed time allotments to complete projects and tasks • Time tracking • Deadline accountability • Prioritization
Vendor Management and Procurement	<ul style="list-style-type: none"> • Vetting of appropriate vendors • Vendor contract review and negotiation

Sales

Team Skills

- Sales Distribution Channels and Structure
- Compensation Models
- Selling Strategies
- Relationship Building
- Product Pitch
- Consulting
- Generate Referrals
- Onsite Coaching

SKILL SET	APPLICATIONS
Develop Sales Distribution Channels and Structure	<ul style="list-style-type: none"> Determine the best sales and distribution channels for products and services such as; wholesaler, direct, digital and retail models
Develop Compensation Models	<ul style="list-style-type: none"> Determine commission breakdowns Establish bonus and incentive programs
Selling Strategies	<ul style="list-style-type: none"> Script-based selling Needs-satisfactions selling Consultative selling Strategic-partner selling Digital (social) selling
Relationship Building	<ul style="list-style-type: none"> Transactional relationships Functional relationships Affiliate selling relationships Strategic partnership Prospecting, partnering the right clients with the right products
Product Pitch	<ul style="list-style-type: none"> Develop your elevator pitch Understanding your customers wants and needs as well as their challenges and problems Differences in phone versus face to face pitches How to effectively negotiate Using CRM for efficient and timely follow-up
Consulting	<ul style="list-style-type: none"> Know your product Understanding your target customer How to get referrals Ensuring your product is competitively priced Define your competitive advantage
Generate Referrals	<ul style="list-style-type: none"> How to ask for a referral How to create a referral program Creating different avenues for advocacy <ul style="list-style-type: none"> - Case study - Testimonial Referral template building
Onsite Coaching	<ul style="list-style-type: none"> Face to face coaching done in your space Practice your selling strategies Coach employees on how to sell <ul style="list-style-type: none"> - Do they have enough selling time? - Are they using their selling time effectively? Assist with first sales meeting How to monitor sales activity How to close a sale

Strategy

SKILL SET	APPLICATIONS
Behaviors, Standards and Results	<ul style="list-style-type: none"> • Acknowledge undesired behaviors and determine the desired behaviors to counteract the undesired • Establish tangible, consistent standards to help associates know their boundaries and job expectations • Determine desired results, even if they are shifts in mindset • Development of supplemental visuals
Cultural Enhancements	<ul style="list-style-type: none"> • Provide feedback mechanisms to increase trust and accountability in an organization • Assess cultural needs and develop strategies to help obscurely influence employees to live out behaviors that will help impact your desired results • Establishing a strong culture of reward and recognition
Goal Setting	<ul style="list-style-type: none"> • Establish goals based on desired behaviors that will impact results
Product Development	<ul style="list-style-type: none"> • Understand market opportunities • Know customer and market needs • Establish a go-to-market process, including the possible need to fail fast
Reporting	<ul style="list-style-type: none"> • Develop reporting strategies • Create reporting and metric tools • Assess analytics • Survey development and deployment
Strategic Planning (Focus Planning)	<ul style="list-style-type: none"> • Develop broad plans with desired results and desired behaviors • Establish areas of the company that can be impacted and ensure areas of controllable focus are put into those spaces • Continuous evaluation to understand plan and goal success, and if a course should be changed at anytime (fail fast)

Team Skills

Behaviors, Standards and Results
 Cultural Enhancements
 Goal Setting
 Product Development
 Reporting
 Strategic Planning
 (Focus Planning)

Training

Team Skills

- Adult Learning
- Compliance Training
- Departmental Procedures
- External Outreach
- Facilitation
- Instructional Design
- Internal Outreach
- Needs Assessment
- Recorded Presentations
- Resource Material
- Training Analytics
- Training Development
- Video Creation

SKILL SET	APPLICATIONS
Adult Learning	<ul style="list-style-type: none"> • Develop learning content • Selecting learning technologies
Compliance Training	<ul style="list-style-type: none"> • Develop compliance training
Departmental Procedures	<ul style="list-style-type: none"> • Assist in creating departmental procedures • Create easy to follow instructions
External Outreach	<ul style="list-style-type: none"> • Develop a strategy to reach external customers • Develop content for external outreach
Facilitation	<ul style="list-style-type: none"> • Facilitate a training • Facilitate information at a meeting • Conduct a meeting activity
Instructional Design	<ul style="list-style-type: none"> • Create presentations using PowerPoint and Articulate 360 • Create interactive presentations
Internal Outreach	<ul style="list-style-type: none"> • Develop a strategy to reach internal employees • Develop content for internal outreach • Create a training map to ensure training needs and operational coverage is met
Needs Assessment	<ul style="list-style-type: none"> • Conduct a needs assessment report • Recommend training solutions • Suggest training length and delivery
Recorded Presentations	<ul style="list-style-type: none"> • Record a presentation for on demand trainings
Resource Material	<ul style="list-style-type: none"> • Create presentations, job aids, videos and brochures • Update resources currently being used
Training Analytics	<ul style="list-style-type: none"> • Create specialized links to see what outreach is most effective for training participation • Track participant attentiveness • Conduct training survey and poll • Record training participant list
Training Development	<ul style="list-style-type: none"> • Host discovery sessions to understand training opportunities, customer needs and evaluate training feasibility • Create a training strategy to support the new initiative
Video Creation	<ul style="list-style-type: none"> • Create short animations • Storytelling

