



Mphasis - Quick Facts

- 33,000+ employees
- Headquartered in India with offices worldwide
- More than 10 years of global delivery services
- Services Portfolio: Applications, BPO, ITO
- Ranked among the Top 20 companies in India by Dataquest 2009 survey

Why Mphasis

- Has 25+ active insurance clients globally with over 280+ active/completed projects with total annual revenues of \$81 M
- Has long standing global relationship with Insurance industry leaders and Fortune 500 clients
- Has 2900+ resources across Apps, BPO & ITO with a combination of domain experts (LOMA, CPCU, CII, III certified) and techno-functional consultants
- Provides support to all processes in the policy life-cycle from product definition to claims settlement
- Insurance Center of Excellence (CoE) for building smart and innovative solutions for our insurance clients

The Insurance companies, today, face several challenges like industry consolidation, regulatory pressures, shrinking margins, and along with that, demands from shareholders and stakeholders are quite high to stay competitive. In order to stay competitive, they need to transform their processes and operations, improve profitability, reduce costs and meet the ever growing need for improved customer service.

Mphasis' Insurance Practice

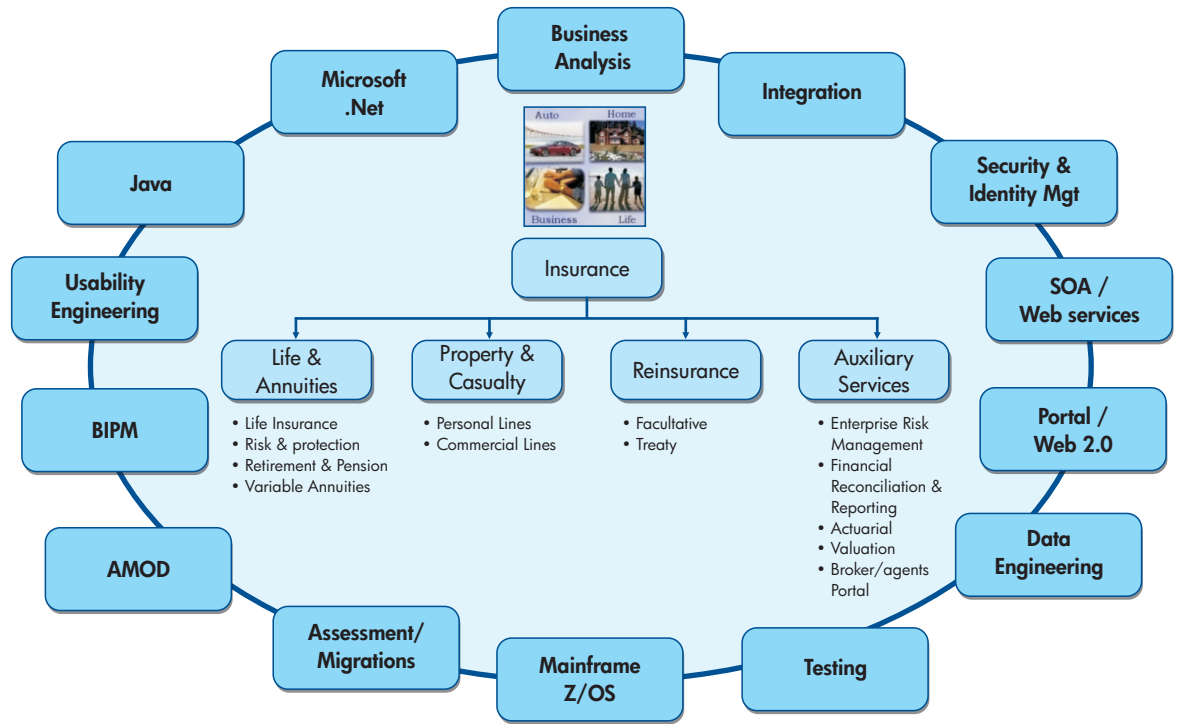
Mphasis' dedicated Insurance practice with a powerful combination of domain experts and techno-functional consultants offers business-driven technology solutions to the insurance industry worldwide. We provide end-to-end solutions and supports all processes in the policy life-cycle from product definition to claims settlement for Property & Casualty (P&C), Life & Annuities and Asset Management.

Mphasis provides innovative solutions to insurance industry leaders and Fortune 500 insurance companies by leveraging our world-class IT Services (Applications), Business Process Outsourcing and Infrastructure services. Our professionals from Insurance vertical have helped over 25 insurers globally, to transform their enterprise and meet the cost and efficiency challenges. Our in-depth experience and competence in domain, technology, tools, and 'tried and tested' methodologies helps our customers cope with today's complex business challenges in the Insurance world.

Applications Services

Mphasis has the experience of managing applications for millions of customers across various lines of business. We provide insurance companies with technology solutions that are tailor-made to their unique and complex business requirements. Our Applications services footprint in insurance covers application development, maintenance and support, applications modernization, enterprise applications services, and consulting. Mphasis' dedicated resources for various practices have successfully delivered complex projects that have helped clients reduce IT systems complexity and maintenance costs as well as leverage existing assets and investments. Our teams of domain experts from the industry add significant value to our clients by working alongside our technical teams.

ATLAS – Agency Training Licensing and Servicing System, created for one of our Life Insurance clients received CIO’s “The Indigenous 100 – 2009 Award”.



Applications Services Offerings

Our multiple insurance product offerings in Life & Annuities, P&C, Customer Relationship Management, Enterprise Resource Planning, BPM, etc. have helped successfully deliver complex transformational projects for our customers. We have implemented, maintained, and enhanced various insurance software packages like EDS Solcorp, Radiance, Ingenium, Navisys, Vantage, and V-System. We help insurance companies accelerate the introduction of new Insurance products through Product Xpress.

Life & Annuities Insurance Product	<ul style="list-style-type: none"> • Navisys • V System • Vantage
P&C Insurance Product	<ul style="list-style-type: none"> • Premia
Customer Relationship Management	<ul style="list-style-type: none"> • Onyx • Quick Start • ePOINT • Siebel
Enterprise Resource Planning	<ul style="list-style-type: none"> • SAP • Oracle • PeopleSoft
Business Process Management / Workflow	<ul style="list-style-type: none"> • PEGA • Exstream • Global 360 • IBM CM • Documaker
Other Products	<ul style="list-style-type: none"> • Ariba • PPM • Actuate Reports • Provenir • Novell IDM • TRIRIGA • OFAC • Teamconnect • Trideon

Insurance Product Offerings

Business Process Outsourcing Services

MphasiS BPO delivers Insurance solutions that meet the strategic objectives of clients. MphasiS works with Insurance clients in General insurance, Life and Pensions. We provide a suite of BPO services across the spectrum of operational value chain, from sales and servicing of policies to the entire claim settlement process activities. Our professionals deliver both voice and non voice services from multiple delivery centers to the leading Insurance companies in the world.

We assure tangible business value to our customers through a combination of process excellence, quality frameworks, active risk management and mitigation, and constant service delivery innovation. Our emphasis on using technology and business focused solutions helps bring operational excellence and customer delight for our clients and their customers.

Property & Casualty	Property & Casualty	Life Insurance	Health Insurance
<p>Policy Issuance – Retail</p> <ul style="list-style-type: none"> • New Business Setup • Application Processing • Inbound new business sales for home and motor <p>Policy Servicing – Retail</p> <ul style="list-style-type: none"> • Policy adjustments, endorsements and renewals • Lapses, cancellations and reinstatements • Inbound customer service • Product cross sale and up-sell <p>Claims Processing – Retail</p> <ul style="list-style-type: none"> • Policy Holder and Broker Claim Inquiries (call center) • Claim notification, processing, and assignment • Claims validation and payments 	<p>Back-office processes</p> <ul style="list-style-type: none"> • SME & Global corporate private enterprises • Government / Municipal • New business, mid-term adjustments, claims and renewals <p>Document & Imaging Processing</p> <ul style="list-style-type: none"> • Auto & Mortgage Insurance document processing • 'OCR-exceptions' image processing <p>Policy Data Transformation</p> <ul style="list-style-type: none"> • Convert policies from an existing format to a new format (different systems, nomenclatures, underwriting exposures) 	<p>Underwriting & Policy Issuance</p> <ul style="list-style-type: none"> • Application Processing • Rules-based underwriting • Premium calculation • Medical Underwriting <p>Policy Servicing</p> <ul style="list-style-type: none"> • Manual Premium Exception Handling • Inbound Policy Holder Inquiries • Product up-sell calls (investment products) • Policy renewal calls • Broker support • Adjustments and renewals processing 	<p>Claims Processing for health plans and flexible spending plans</p> <ul style="list-style-type: none"> • Flexible spending claims processing • Claims Entry • Claims Adjudication • Provider data maintenance <p>Plan Management & Billing</p> <ul style="list-style-type: none"> • Plan building • Premium billing <p>Membership</p> <ul style="list-style-type: none"> • Enrollment and Eligibility services • Inbound Eligibility Calls • Provider Call Management

BPO Insurance Services

Infrastructure Technology Outsourcing Services

MphasiS delivers a comprehensive set of Infrastructure Management Services such as Data Center services, Workplace services, Managed Security services and Command Center services under the portfolio, BSM Express Services. We provide ITO services to some of the leading insurance clients in the world.

Our strong ITO pedigree coupled with highly qualified analysts and world-class toolsets help deliver infrastructure services in the most consistent, predictable and cost-effective manner. We help optimize client's infrastructure through a mature global delivery model, standardized processes, adoption of IT Infrastructure Library (ITIL) and a proven Global Service Network. Our services enable to achieve operational excellence by making your IT environment safe, secure and agile.

BSM Express Services	Data Center Services	<ul style="list-style-type: none"> ➤ Remote Management of Data Center Components ➤ Server/Application Management ➤ Storage Services 	...
	Workplace Services	<ul style="list-style-type: none"> ➤ Service Desk ➤ Workplace Application Management ➤ Thin Client Management 	...
	Managed Security Services	<ul style="list-style-type: none"> ➤ Data Center Security Management ➤ Risk, Compliance and Security Assessment ➤ Identity and Access Management 	...
	Command Center Services	<ul style="list-style-type: none"> ➤ NOC based Monitoring of Networks ➤ Virtual Security Operations Center (vSOC) ➤ Server and Applications Monitoring ➤ Managed Network Services 	...

ITO Services

Technology and Consulting Services

The MphasiS Difference

Here are some of the advantages that you can yield by partnering with MphasiS:

- Comprehensive portfolio of consulting, business, technology and infrastructure services
- Deep experience in delivering business value developed through our engagements with Insurance industry leaders and Fortune 500 clients
- Business focused technical architecture by our high-end architect community
- Responsive and creative in tailoring flexible engagement models to suit each client
- Ability to best shore complex managements
- Smart and Innovative insurance solutions through Insurance center of Excellence

About MphasiS

MphasiS is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 34,000 people, MphasiS services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

For more information, contact: sales@mphasis.com

USA: 460 Park Avenue South, Suite #1101, New York, NY 10016, USA
Tel: +1 212 686 6655, Fax: +1 212 686 2422

UK: Edinburgh House, 43-51 Windsor Road, Slough, SL1 2EE, UK
Tel.: +44 1753 217 700, Fax: +44 1753 217 701

AUSTRALIA: 410 Concord Road, Rhodes, NSW 2138, Australia
Tel.: +61 290 221 146, Fax: +61 290 221 134

INDIA: Bagmane Technology Park, Byrasandra Village, C.V. Raman Nagar, Bangalore 560 093, India
Tel: +91 80 4004 0404, Fax: +91 80 4004 9999

Copyright © MphasiS Corporation. All rights reserved.

