MphasiS
an HP company

Netpage™

Digital Pen

MphasiS key facts

- Founded in 1998
- Headquartered in India with offices worldwide
- Over 41,000 employees
- Crossed $1 billion in revenue
- More than 10 years of global service delivery
- Service Portfolio: Applications, BPO, and Infrastructure Services

Why us

- We have an insurance team of more than 3100 employees.
- Our experienced insurance industry solutions team develops solutions relevant to your insurance business, your clients and your partners.
- Our dedicated insurance business analyst team will translate your business challenges into technical requirements.
- We manage applications serving millions of customers across various lines of businesses in the insurance domain.
- Our BPO team supports 4 million calls and more than 6 million transactions annually.

» MphasiS Insurance Services

Our insurance unit has an extensive pool of industry experts across Life & Annuities and Property & Casualty that develop and implement domain focused solutions which are relevant to your insurance business, your clients and your partners.

For more than 10 years we have delivered our services to insurance clients across the globe by leveraging our flexible business and pricing models, executed within our global service delivery organization.

» Solutions

Carriers are spending additional effort and time to transfer information from paper to systems by verifying, validating and waiting for physical documents to reach the back-office team, and to re-enter the information into the core business systems.

MphasiS has joined forces with Netpage to address this challenge by developing solutions around Netpage's Digital Pen for various scenarios, where the carrier's representatives have to interact with the customer and record information such as new business application, claim adjustments, etc. In addition, our solution can also be used for any other internal processes where recording of handwritten information is required.

» About Digital Pen

- Our Digital Pen is used for filling out an insurance application form the same way as any other pen.
- A small camera at the tip of the pen captures the pen strokes and written information on the paper form.
- The Netpage Digital Pen stores the handwriting in its memory.
- When connected, Netpage creates a 'scanned' electronic image of the complete form, and interprets the handwriting into real data.
- That data can verified by the user electronically for completeness and correctness, or it can be transmitted for further processing.
- Once the data is captured and transferred to a laptop, the Netpage verifier presents it to the user for verification. This way the user will get an opportunity to correct before the information is submitted for further processing.

» About MphasiS solution

MphasiS offers an end-to-end solution regarding the automation of application processes, containing the following elements:

- By using the Digital Pen, the application process will be faster, more efficient and with fewer errors.
- Once the data has been captured, verified and submitted, processing can start immediately.
- A variety of business processes can be run at the client side and /or server. For example:
  - Applying business rules to customer information. For example, medical background, family information, etc.
  - Suggesting an appropriate coverage at the point of sale
  - Providing an appropriate quote for insurance policy
  - Initiating registration in the policy administrative systems
  - Initiating collections process
- The scanned images of the form can be directly fed into the customer's document management system, eliminating the "document capture" phase.
- MphasiS provides consultancy services for implementing Digital Pen enabled process as well as other related business processes.
- This helps the carrier to comply with regulatory standards. For example, having a 'wet' signature on the application form.

Benefits

- **Reduction** of manual intervention
- **Data completeness and correctness** by enabling immediate validations
- **Reduction in turnaround time** as the backend processing can start immediately once the form is submitted
- **Enhance user experience** by providing real time information to the client

Our partnership with Netpage

- MphasiS has partnered with Netpage to provide digital solutions for predominantly paper based processes in the insurance policy management life cycle.
- Netpage and MphasiS are dedicated to provide and support the Digital Pen and the insurance specific software services.
- Both the companies have established a proven partnership and are already working on multiple solutions for their existing customers.

ABOUT MPHASIS.

MphasiS is a $1 billion global service provider, delivering technology based solutions to clients across the world. With over 41,000 people, MphasiS services clients in Banking & Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. Our competency lies in our ability to offer integrated service offerings in Applications, Infrastructure Services, and Business Process Outsourcing. To know more about MphasiS, log on to www.mphasis.com

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