

MPHASIS INSURANCE OVERVIEW

Key facts

- 40+ active insurance clients globally with over 350+ active/completed projects
- Combination of domain experts (LOMA, CPCU, CII certified) and techno-functional consultants
- Certified ACORD partner
- Recently completed the acquisition of Wyde Corporation – provider of Wynsure IT platform for both Life and General Insurance companies.

Why us

- Founded in 1998, our portfolio includes Applications, BPO and Infrastructure Services which we offer across industries.
- Over 41,000 employees and growing, we have over ten years of experience in global service delivery.
- 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 business in the insurance domain.
- Our BPO team supports 4 million calls and more than 6 million transactions annually.

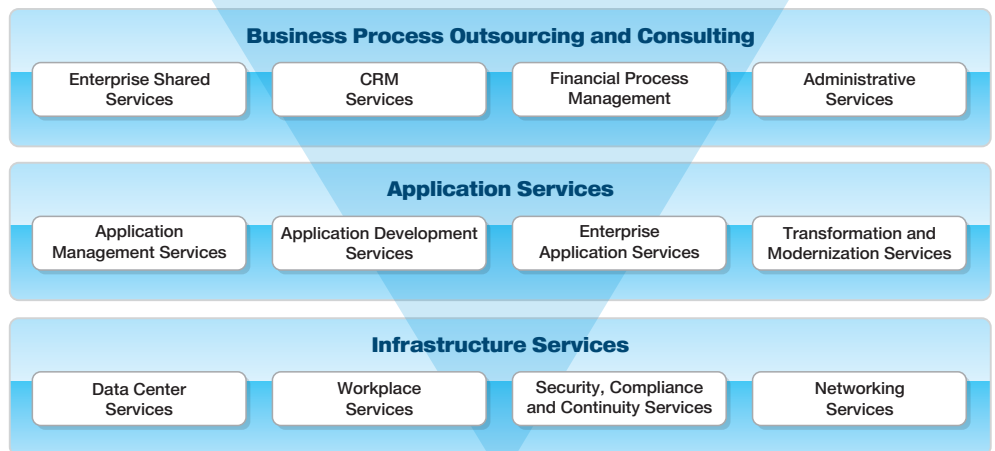
At Mphasis we have an insurance team which is dedicated to develop and deliver a range of insurance solutions across the spectrum of Application development and maintenance, Business Process Outsourcing and Infrastructure Services.

Our services span across the insurance life cycle, from policy acquisition and policy servicing to asset management and risk and compliance. Aside from the insurance specific service offerings, we also support all enterprise functions such as HR, Finance and Accounting and Administration Services.

Our strong domain knowledge, based on years of experience in Life and General Insurance enables us to not only understand your business but also the challenges that you are facing and address those by translating them into technical requirements.

»»» We Deliver

Mphasis is designed to deliver results by deploying best talent, through knowledge management and communication processes, optimization and governance. Our teams support our clients from locations all over the world. Our three key areas of strength are Application management and support, Business Process Outsourcing and Infrastructure Services.





»»» Our Services

Our services span across the insurance life cycle.



Managed Services

- Core applications: HUON, SIS, DRC, PMS, eBAO, Premia, Duck Creek, Ingenium, Radiance, Navisys, Vantage, Product Express, OLAS, eBAO
- Customer relationship: Onyx, ePOINT, Dynamics, Salesforce
- Business process management/workflow: Pega, Global 360, IBM CM, Documaker, Exstream
- Implementation - Pega, Exstream, Ingenium, Global 360

Partnerships

- eBAO Tech
- Decision Research Corporation
- Solcorp (part of HP)

»»» The Wynsure Platform

In this dynamic business climate undermined by ambiguity, it has become vital to convert technological infrastructure into a competitive advantage. Rapidly changing market conditions and evolving customer preferences demand certain application developments that can balance cost, speed and quality and a strong understanding of how this can be implemented within the insurance industry. In order to stay competitive, companies need to undergo a transformation with regards to their processes and operations.

In August of 2011, MphasiS acquired the Wyde Corporation, the creator of Wynsure - an industry leading Insurance Policy Administration Solution. With Wynsure, we can help you transform your business across the entire insurance value chain by managing and streamlining the complex implementation processes. This transformation process is led by our integration experts and supported by our global delivery methods.

- Our specialised insurance solutions are combined with powerful, fully functional, scalable and easily customisable insurance policy administration systems:
 - Our multi language and multi currency capabilities will enable you to avail our services in any part of the world
 - As one single solution covering all insurance product lines and processes, Wynsure will allow you to:
 - Launch multi product customer oriented offers
 - Accelerate time-to-market
 - Multiply distribution channels





»» Case Studies

Client: One of the world's leading General Insurance companies		Sector: General Insurance Line of Business: Accident and Health Region: Europe Functional area: Direct Marketing
Highlights	About the client	Problem statement
Services offered <ul style="list-style-type: none"> • Business analysis • Application design and development • Application enhancement • Production support and maintenance • Testing Technologies <ul style="list-style-type: none"> • Core Java, Web Services • Sybase • I-Planet • LDAP Engagement details <ul style="list-style-type: none"> • Development application for Netherlands, Germany, Sweden, Italy, and Portugal • Managed resources to managed services • Production support for all the countries • MphasiS carried out the implementation and support 	<ul style="list-style-type: none"> • Focuses on Commercial Insurance, General Insurance • Serves more than 45 million clients in over 160 countries and jurisdictions • Headquartered in USA 	<ul style="list-style-type: none"> • To have a common application for Accident and Health Insurance across Europe • Implement a policy administration tool with features like new business, endorsements, F&A billing and payments, F&A reports, and document generation
	High level approach	Outcome
	<ul style="list-style-type: none"> • Requirement gathering from European countries through business analysts • Analyzing country specific requirements and mapping it to the client's framework • Assessment for outsourcing • Development and testing in India • Team spread across two locations offshore and one location onshore. 	<ul style="list-style-type: none"> • Successful rollout to different European countries • Same code base used for all countries, following reusability and country rules when appropriate • All deadlines for development and production support achieved on time • SLA compliance of 100%

Client: Leading global provider of General and Life Insurance services		Sector: General Insurance Line of Business: Personal Lines, Commercial, Global Corporate, Claims Region: Europe, North America
Highlights	About the client	Problem statement
Services offered <ul style="list-style-type: none"> • Over 900 FTEs servicing client across customer experience and operational processing in core areas like policy underwriting and claims • Delivering both voice and non-voice services Engagement details <ul style="list-style-type: none"> • Multi year global contract • Approaching 10 yrs in relationship journey • Deliver over 20% of overall volumes for Commercial in UK • Deliver over 25 % of overall Claims volumes for UK 	<ul style="list-style-type: none"> • Leading insurance-based financial services provider specialising in both Life and General Insurance • Operates in more than 170 countries, employing around 60,000 people 	<ul style="list-style-type: none"> • To reduce operating costs and increase effectiveness of doing business • Improve servicing and ensure a better customer experience • Need for a consistent, standardised service delivery
	High level approach	Outcome
	<ul style="list-style-type: none"> • Seamless transition methodology & robust Knowledge Management • Business Excellence resources dedicated towards ensuring we are able to continuously enhance and add further value to services provided • Niche teams spread across two locations offshore – Pune for Claims and Bangalore for Underwriting 	<ul style="list-style-type: none"> • Quality and operational targets have all been met / exceeded. 100% of service delivery on green • Have delivered over \$108 million saving over the length of current relationship, including savings via process transformation, increased efficiency and productivity gains • Claims Centre in Pune recognised as Claims CoE (Centre of Excellence)



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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