

# MPHASIS MOBILE GENERAL

## 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 business 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.

## »»» Solution

Technology advancement in smart phones, tablets and PDA's, combined with the availability of next generation network capabilities and capacity, provides insurance carriers with an opportunity to accelerate business processes through unified and real time communication.

By providing mobile applications targeted at different stakeholders such as internal employees, business partners and end customers, insurance carriers can enable real time access to accurate information allowing agile responses, reduction of cost, improvement of productivity, and enhanced customer satisfaction.

To ensure the ROI and maximize business benefits, there are a number of questions carriers need to consider, such as:

- What will be the effectiveness of services offered through mobile applications?
- What should be the technology platform, network service provider, bandwidth and local data storage needs?
- What are the appropriate data security, privacy and management policies?
- What is the change impact on business processes and documentation?
- What is the enterprise mobile architecture, development, maintenance and governance strategy?
- What is the life cycle management strategy for mobile devices, OS, applications store?

MphasiS has the domain context and technology expertise to help address these questions and fast track implementation of the right mobile strategy suited to your business needs.



## »»» MphasiS solution offerings

- Mobile architecture assessment services
- Native applications development, cross platform/device solutions
- Information architecture and usability engineering services
- Development, integration and managed maintenance services
- Managed independent testing and validation services
- Enterprise applications, workflow integration, and augmented reality solutions
- Live charts and graphs, infotainment applications
- Mobile payment solutions
- OS migration services

## »»» Applications at a glance

Below is a list of the functions that are worth considering on a mobile platform. To demonstrate these benefits and to provide a technical framework of re-usable solution accelerators, MphasiS has developed a mobile application (M-adjustor) for the iPad targeted at claims adjustors for personal automobile coverage.

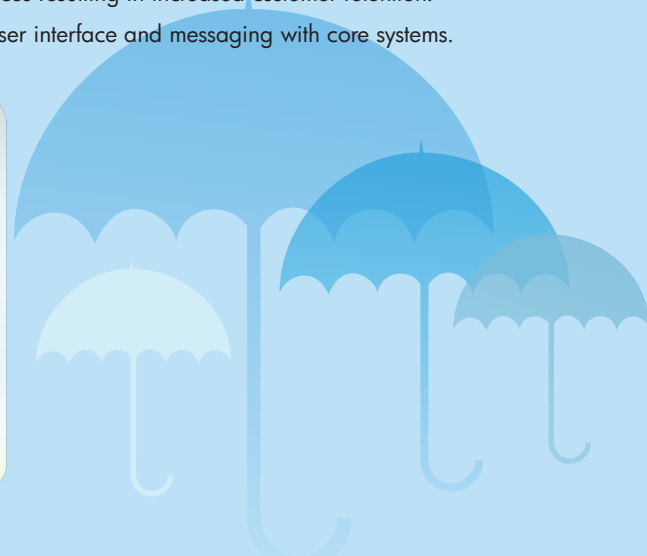
- Corporate consumer services
  - Claims adjustor application (M-adjustor)
  - Sales illustration and quote application
  - M-Customer Relationship Management
  - Digital marketing
- Agent services
  - Real time product information
  - Quote generation for standard products
  - Status inquiry of policies, claims
  - Commission status update
- Customers services
  - Support services like locating nearest garage, local agent
  - Other infotainment and value services such as Ecodrive
  - Policy self servicing
  - Claims emergency call, FNOL, status inquiry

## »»» Benefits

A summary of the business benefits that can be targeted through mobile applications are:

- **Improvement in business processes** such as claims processing by enabling faster and more accurate assessment, reduction in leakage due to improved fraud detection, litigation and subrogation management.
- **Increased customer face time and productivity** of the sales and other field personnel, such as adjustors, resulting in enhanced customer service and additional revenue generation.
- **Increased customer experience and satisfaction** through real time services resulting in increased customer retention.

MphasiS provides a framework for re-usable components such as the architecture, user interface and messaging with core systems. These ensure a faster time to market and lower cost of development.





## »»» Our expertise

- We have a Mobile Center of Excellence and lab specializing in thought leadership, emerging trends, POC's and best practices. This team has developed a mobile application framework that accelerates development and maintenance during the life-cycle of the application.
- Dedicated insurance solution team and business analysts who understand the business challenges and trends. This team has the capability to translate your business challenges into technical requirements and has also developed solutions to address some of the key challenges insurance companies face today.
- An insurance lab that provides a standard development infrastructure and toolset.
- Expertise with multiple products across Apple, Black Berry, Android, WebOS, Symbian.
- MphasiS complies with the industry standards such as ACORD, ITIL v3, CMMi and Agile supported by our global delivery model.

## »»» List of reusable components developed by MphasiS

- Chart component – Allows for data to be represented graphically at varying date ranges, from 1 month up to 5 years, as well as individual data points along the graphs contours for any application that involve monitoring of real time financial data.
- Single Grid View – There is a pattern across the application where market data is displayed in tabular format. A generic grid component has been authored in order to keep the code base small and re-usability and consistency high.
- Real time Data parsing – Data refresh is one of the most critical feature of any real time application. A highly optimized component help parse the data while user is still viewing the data on the grid.
- Authentication – This component has been authored in order to use JANUS as authentication repository.
- HTTP Downloader – Components that will help in asynchronous and synchronous HTTP downloads.

## »»» List of client applications developed by MphasiS

- Application that provides users the ability to access their emerging markets bond account information via a mobile device. Bond data is displayed in both a tabular and graphical/chart display. Users can change chart date range setting to visually review changes (peaks and valleys) in selected bonds.
- Application to identify and filter global stocks showing unusual price and movement patters to enable traders to take advantage of short term price volatility.
- Application to allow investor to monitor the different accounts and funds in their retirement plan portfolio.
- Trading application for Registered Investment Advisors (RIAs) in the retail wealth management business.





# ABOUT MPHASIC.

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.mphasic.com](http://www.mphasic.com)

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