

POLICY SERVICING AND SALES PORTAL SOLUTION

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.

» Solutions

Our solutions can be divided into business solutions and technology solutions:

» Business solution offerings

B2C portals

- Customer self-service portals for policy management and claims processing
- Customer relationship management and contact center applications
- Customer experience management

B2B portals

- Lead management solutions
- Agency management solutions, from on-boarding to incentive pay out
- Distribution partner integration

Content management services

» Technology solution offerings

- Business process driven portals
- Portal architecture and assessment
- Website rationalization and migration
- Information architecture and usability engineering
- Development and managed maintenance
- Managed independent testing and validation
- Managed content integration

» Benefits

- **Reduce costs** through automation and self-service across policy and claims process
- **Increase sales efficiencies** through one client view and online sales tools
- **Simplify distribution partner** ecosystem through process integration and automation
- **Improve user experience** through personalized and secured service anytime & anywhere
- **Enhance customer relationships** through social media and mobile applications





»» Our expertise

- Successfully executed over 100 Portal engagements including customer facing (B2C), employee facing (B2E) and partner integration (B2B) scenarios
- Expertise in consulting and implementing rich user experience applications across Silverlight, WPF, PRISM, MVVM tools and technologies
- Expertise with multiple vendors across Oracle / BEA / Sun, IBM, Vignette, ATG, MS SharePoint, Open Source Products - JBOSS, LifeRay, Spring, Struts/Tiles
- Expertise with multiple content management vendors including EMC Documentum, Interwoven, Vignette, FatWire, IBM WCM, and Open Source CMS (Alfresco)



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 and 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



For more information, contact: sales@mphasic.com

For more information, contact: sales@mphasic.com

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

UK: 88 Wood Street, London EC2V 7RS, UK
Tel.: +44 20 85281000, Fax: +44 20 85281001

AUSTRALIA: 9 Norberry Terrace, 177-199 Pacific Hwy, North Sydney, 2060, Australia
Tel.: +61 2 99542222, Fax: +61 2 99558112

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

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