



## Mphasis helps improve processes and provides cost savings for a leading global insurer

/// INSURANCE | CASE STUDY | APPLICATIONS

### Engagement Details

- Ongoing relationship from 2004
- Both Managed/Non-Managed
- Development and Managed Support

### Services Featured

- Application Enhancements
- Production Support and Maintenance
- Remote Application Monitoring

### Technologies

- COBOL, DB2 & JCL.00
- Various Web technologies and Middleware
- Sybase 12.5, Genio, Cognos 7.1, Oracle 9i, SQL Server 2000, Microsoft Access
- Pegasystems PRPC

### The Client

A leading global property-casualty and general insurance organization serving more than 40 million clients in over 160 countries and jurisdictions.

### Mphasis Services for the Client

Mphasis share a global services relationship in multiple geographies and across multiple business units with this client. Today, we have taken the relationship to a next level by being a strategic partner and a preferred vendor. Our services to this client spans across various domain areas that include:

- Underwriting and Policy Administration
- Distribution Channel Management System
- Catastrophic Risk Exposure Analysis System
- Budget and Expenses Tracking System
- Retirement Services
- Centralized Reporting Solution
- Enterprise Risk Management
- Reinsurance Administration
- Claims Management

### Objective

To reduce management costs of their globally spread application portfolio by providing production support, maintenance, development and 24x7x365 remote Application Monitoring services.

### Mphasis Approach and Solution

To meet the client's business objectives, Mphasis took the following approach:

- Assessment for application outsourcing and best shoring
- Application portfolio based approach for transition scoping and planning
- Transition Management using proven five-phased transition methodology
- Knowledge Management through creation of global knowledge repository for every ke project/domain area
- SLA based reporting in steady state
- Application Development using iterative and waterfall methodologies
- Mphasis Best Shore® team was spread across three locations depending on the proximity to the customer.



## Business Benefits:

- Service Availability: Shift from 8x5 to 16x5 model resulting into 100% increase in application support availability
- Cost Reduction: Onshore/Offshore ratio of 26:74 resulting in 40% cost reduction
- Zero Outage: 24x7 remote monitoring of applications using mercury tools resulting in 'Zero Outage'
- Reduced Time-to-Market: 85% of the engagements are delivered under strict SLAs.

### 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 36,000 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](http://www.mphasis.com).

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