



Mphasis enables high profitability and performance for a global insurance lead player

/// CASE STUDY | INSURANCE | BPO

Client Speak

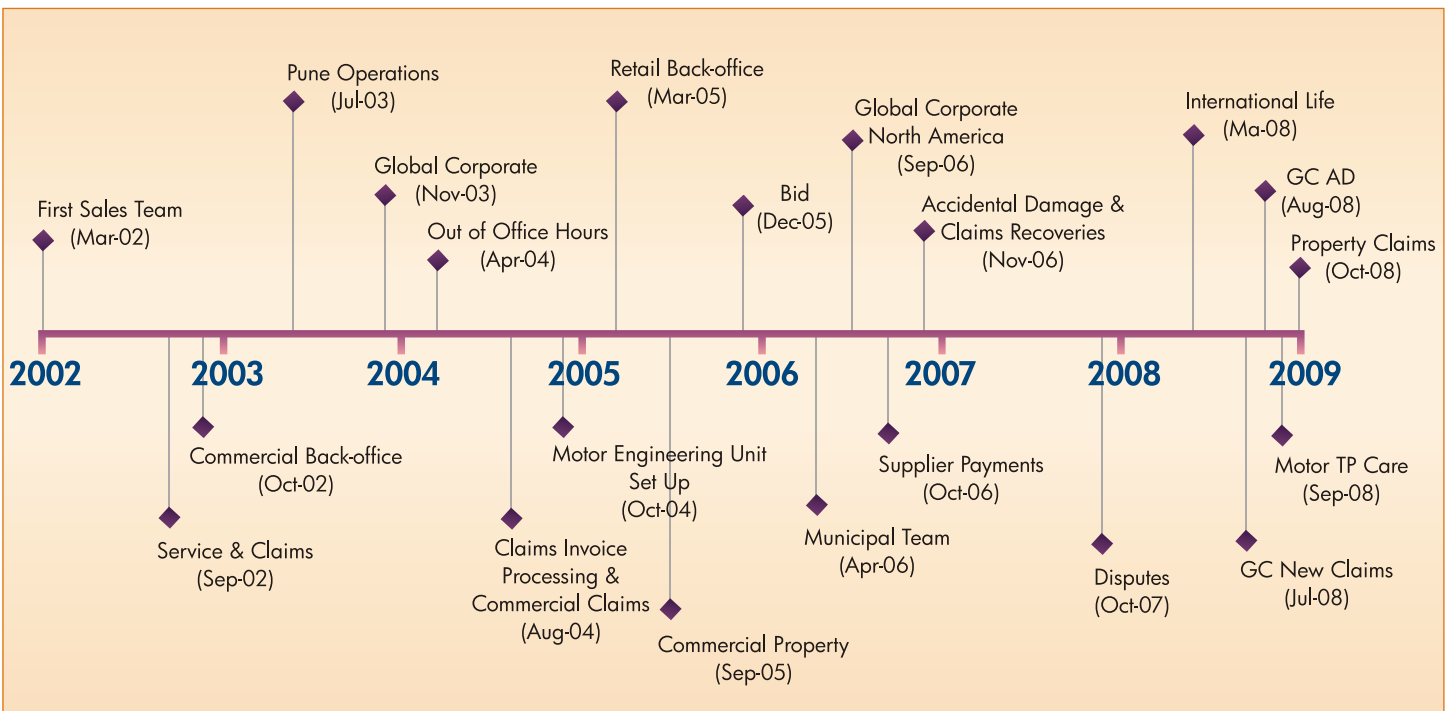
“Thank you to the team for the hard work in getting New Business issued. It is hugely motivational for the Sales team to see business issuing consistently every day, and the target figure coming into sight, and I know that this is as a result of concerted effort.” Head of Sales

The Client

One of the world’s largest insurance company, UK’s second largest global corporate, and the second largest commercial insurer in the US, serving individual, commercial and large corporate customers and operating in 170 countries worldwide.

Relationship with the Client

Mphasis’ relationship started in 2002 and thus began the great journey with this global insurance lead player.



Objectives

- Create a solid foundation for sustainable profitability and high levels of performance
- Become a leading global insurance group in the chosen markets of general and life insurance

Mphasis’ Services for the Client

Mphasis has been providing multiple services to the client, which includes:

- **Claims Processing:** We provide claims processing service, which includes customer operations, claims first response unit, claims accidental damages, claims back-office and claims recovery to direct and indirect customers of the client.



- **Retail Operations:** We provide inbound sales and customer service for direct customers in the UK. We provide customer support to commercial and private motor insurance and home insurance customers.
- **Analytics and Reporting:** We analyze the data using Minitab according to the given criteria and produce graphs and tables, which are populated into a pre-defined template and is sent to technical support team for quality check and final commentary. We also provide a report for investigating data quality and manage the supplier performance reporting to the Client Executive team for outsourced Application services.
- **Commercial and Municipal back-office services:** We handle the complete life cycle of commercial and specialty insurance products namely new business, mid-term adjustments, claims and renewals for commercial establishment customers.
- **International Life operations:** We provide back-office support for the clients' International Life operations across Europe, Middle East and Asia. We support new business application processing, fund switching, policy services and the claims function for life operations.
- **Commercial segment in North America:** We process quote requests for the commercial segment of clients' North America operation.

Business Benefits

- **Time and Motion study to rationalize the work force:** This resulted in reduction of 12 FTEs, a major reduction in operating cost.
- **Claims Center of Excellence:** Sustained performance and experience enabled India Claims Center to be the Centre of Excellence for both UK and India.
- **Forecasting and Trending:** MphasiS reduced the time and effort wastage for the client through real-time manpower allocation and management control.
- **Workflow allocation and tracking:** MphasiS completely automated the non-voice process enabling real-time management of multiple queues. This resulted in optimization of operations in terms of SLA and capability benchmarking.
- **Six Sigma and Lean Sigma projects:** There was a reduction in non productive hours from 29% to 17%. Head count remained constant even after volume spike, as we recorded increased productivity and performance.
- **Reengineering of quality process:** MphasiS eliminated subjectivity in evaluation through categorization of opportunities and identification of defects in monitoring process. The process became people independent, recording consistent calibration scores across locations.

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.

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