

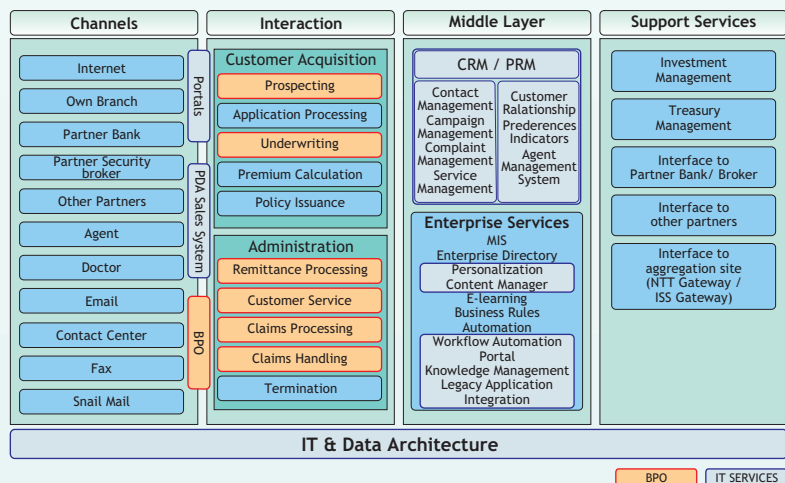
Mphasis Insurance Solutions



The insurance industry today is faced with problems of shrinking margins, higher claims disbursement and increasing competition. Shrinking margins are forcing companies to investigate newer ways of cost management, overcoming the industry's traditionally cautious approach to the adoption of new ideas. One of the main solutions being endorsed to meet these challenges is the outsourcing of value-added services.

The factors primarily driving the outsourcing decision are cost savings, the ability to focus on core processes, innovation and risk minimization through the presence of multiple delivery centers. Outsourcing is steadily emerging as an alternative channel to reduce cost and increase competitiveness, all this while also enhancing service levels. It also provides insurance companies with an opportunity to enter newer geographies, as by outsourcing they better understand the market and business dynamics of the country.

Insurance Landscape: Mphasis Presence



Mphasis brings together deep understanding of the industry and wide experience of the insurance market. Supported by our expertise in call centers, process optimization, IT solutions and a global network of delivery centers, we have helped many large clients optimize and improve their business performance.



MphasiS Insurance Capabilities

Business Process Outsourcing

Our BPO capabilities span new business acquisitions, policy administration, claims management and customer service (settlement and renewal). As BPO experts in policy administration for life, property and casualty, we offer comprehensive services for both new business processing and managing in-force business.

MphasiS Capabilities	Life Insurance	Property & Casualty
Underwriting and policy issuance	<ul style="list-style-type: none"> Application processing Rules-based underwriting Premium calculation Medical underwriting 	<ul style="list-style-type: none"> Application processing
Policy Servicing	<ul style="list-style-type: none"> Manual premium exception handling Inbound policy holder inquiries Product up-sell & Policy renewal calls Broker support Adjustments and renewals processing 	<ul style="list-style-type: none"> Manual policy adjustments, endorsements, and renewals Product up-sell calls, lapse calls Manual remittance/exceptions processing
Claims Processing		<ul style="list-style-type: none"> Policy holder and broker claim inquiries (call center) Claim notification, processing, and assignment

MphasiS services support critical business functions ranging from new business underwriting and policy maintenance, to claims processing, settlement and renewals. Our expertise draws from a range of processes utilizing voice and non-voice interaction in data support. MphasiS invests in automation tools and process

control to enhance accuracy and quality for the client. We provide significant cost reduction versus in-house cost models. We also successfully increase data processing efficiency with speed and accuracy.

Healthcare

MphasiS currently is equipped to be a full-service provider in the Healthcare space, with high-value added services, deep domain expertise, a proprietary claims handling and payments platform and a widening customer base.

MphasiS Capabilities	Health & Benefits Management
Claims Processing for health plans and flexible spending plans	<ul style="list-style-type: none"> Flexible spending claims processing Claims entry Claims adjudication Provider data maintenance
Plan management and billing	<ul style="list-style-type: none"> Plan building Premium billing
Membership Services	<ul style="list-style-type: none"> Enrollment and eligibility services Inbound eligibility calls Provider call management

Platform-based BPO

While traditional outsourcing vendors use third-party software systems or their own clients' legacy systems as the foundation to deliver BPO services, platform-based BPO vendors provide these services on a software platform that has been developed and maintained by a single vendor. Ownership of that platform gives the vendor a clear and continuing interest in improving the platform and processes long-term. As payers adopt the platform-based BPO model, they derive increased value and competitive advantage by leveraging the BPO vendor-partner's commitment to innovation and process improvement.

MphasiS' Platform-based BPO Solutions

Our platform-based BPO service caters to third party administrators, HMOs, insurance companies, self-funded employers, preferred provider organizations, associations, managed care organizations and unions. We provide health benefit management services on a licensed basis or on an application service provider platform. The platform-based BPO solution allows health plans, third party administrators, self-insured companies and other healthcare payers to focus on core competencies while achieving significant back-office cost reductions.

MphasiS is committed to achieving continuous, long-term improvements in the quality and cost-effectiveness of the platform and processes. We offer the flexibility of working with the client's existing platform and also recommend and implement alternate platforms for the client.

We offer BPO services:

- On the client's existing platforms or
- Convert them to our proprietary platform and provide the platform alone or
- Convert them to our proprietary platform; and provide the platform along with BPO services



IT Services and Solutions

There are a number of simultaneous and related business application changes under development in the insurance industry - some already deployed, which are converging to form a complete, new product and service delivery model. The industry today is witnessing the use of sophisticated systems that allow for automated processing of policies, accessibility to information "anytime, anywhere" and possess the ability to use business applications and data warehouses to transact business in a real-time environment. Technology departments are delivering new business applications that are more stable, operate in real time and allow for seamless processing and delivery of insurance products directly to the agent and consumer.

MphasiS IT Services

MphasiS' IT Services provide Insurance Companies with technology solutions that are tailor-made to their unique & complex business requirements. Our skills encompass the entire gamut of services from design, development and integration of applications to the operation of key processes. Our services include Application Integration, Application Development, Maintenance & Support and Quality Consulting.

MphasiS IT Services: Insurance Capabilities

<ul style="list-style-type: none"> • Application Management Application development and maintenance outsourcing (ADMO) 	multiple countries via the Internet
<ul style="list-style-type: none"> • IT & Data Architecture Workshops on IT & Data architecture 	<ul style="list-style-type: none"> • Product Re-engineering
<ul style="list-style-type: none"> • Legacy Applications Integration & Extension of legacy applications using tools like Host-publisher. 	<ul style="list-style-type: none"> • Knowledge Management system
<ul style="list-style-type: none"> • Profile Broker A Virtual CIF and Authentication/ Authorization engine 	<ul style="list-style-type: none"> • Workflow & DMS Evaluation of Workflow, Document Management and Forms Processing software Vendors
<ul style="list-style-type: none"> • Agency Management System Tracking the Agent related activities like training, licensing, Sales, Commission, Bonus, Club membership etc. 	<ul style="list-style-type: none"> • Business Analysis Customisation and Implementation of Claims System for General Insurance Business
<ul style="list-style-type: none"> • PDA-based Sales System Quotation system, Retirement planner, Product allocation, Insurance Calculator etc 	<ul style="list-style-type: none"> • Application Management Web Based application for Accident and Health Lines of Business
<ul style="list-style-type: none"> • Internet-based Sales systems Sales of investment products across 	<ul style="list-style-type: none"> • MIS Reports Finance and MIS Reports using Business Intelligence tools
	<ul style="list-style-type: none"> • Quotation, Validation and Testing engine

MphasiS Platforms and Solutions

MpacT

Contact Centers have assumed new levels of importance, with insurers shifting their strategic focus from the product to the customer. Estimates suggest that US insurers spend in excess of US\$ 4 billion annually on maintaining and staffing contact centers. For most insurance companies, contact centers are the primary public face to both agents and customers.

Tracking customer interactions and presenting unified 'relationship views' of the customer, therefore, are high on most IT priority lists. The ability to improve effectiveness of Contact Centers requires a unique set of skills and supporting technologies. Information access, collation, and analysis are vital for proactive and phased process enhancements.

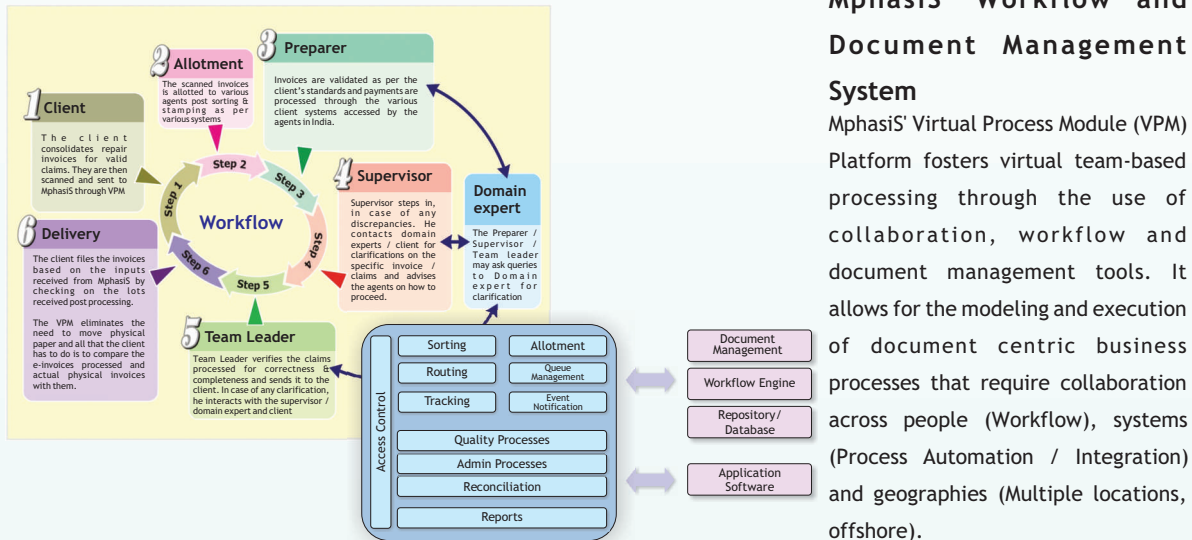
The MphasiS' BPM platform (MpacT) addresses these diverse needs of distributed process management.

The MpacT platform is a one-stop integrated technology platform for operating and managing business processing centers, built on the solid foundation of People + Processes + Technology. The MpacT platform helps maintain reliability, availability, manageability, performance and scalability of the platform. The platform takes a well-rounded approach to performance management. The system focuses on performance measures that are of interest not only to the clients of an organization, but also to all major stakeholders, including employees, investors and regulators. MpacT shares information through a wide range of channels. It not only ensures the optimization of the organization's resources, but also provides indicators to overall process improvement.



Mphasis' Virtual Process Module

The business environment today is dynamic, uncertain and error-prone. In order to effectively support business processes in such an environment, workflow systems should be flexible and adaptable. The emphasis during planning and implementation is on integrating various forms of electronic documents and formatted data, and existing application systems. In addition, it is necessary to flexibly integrate the business process-related activities into a homogenous workflow.



Consulting

Princeton Consulting, Mphasis' Consulting arm, offers Business Performance Consulting services to clients in the Banking, Financial Services and Insurance verticals. We offer our clients holistic solutions that integrate vertical domain knowledge, functional expertise, Six Sigma process approach, business intelligence and technology architecture.

Our 360° assessment and solution to business problems eliminates the "silo" approach, which typically provides a single dimensional view and a sub-optimal solution. We focus on Six Sigma process approach, business intelligence technology & architecture, and the integration of domain knowledge with functional expertise, providing for the monitoring and measuring of performance metrics based on a regular schedule or on demand through events and exceptions.

Summary

Mphasis' products, services and solutions are designed to meet the diverse and complex requirements of the Insurance industry. Domain expertise, highly qualified professionals and project management experience gained by servicing large insurance companies around the world, define our approach to the industry. Accompanied by robust infrastructure and mature processes and systems, we are a one-stop shop for the Insurance industry.

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