

Save up to 40% in processing costs and yet deliver best-in-class services to employer groups

This and more with ComPASS Group Benefits business services and technology solution.

Small to mid-sized group benefits carriers often struggle to compete against the big players in the global insurance market. In the race to get new group benefits products to market, the company with speed, agility and better service proposition for end-customers wins the most clients. With challenges like archaic systems that hurdle responsiveness to fast and efficient onboarding, or multiple billing systems that confuse the business and customers coupled with cost of servicing spinning out of control, how can you compete?

ComPASS

ComPASS (Comprehensive Policy Administration and Services Suite) from Mphasis offers group benefit carriers a competitively-priced, highly innovative solution to the age-old dilemma of slow time-to-market and sub-standard user experience. With ComPASS, not only can you get your products to market faster, you can also offer substantially improved customer service and more.

ComPASS - Comprehensive Policy Administration and Services Suite

Automation & Digitization

- Web-Based Rating/ Rules Engines
- RPA and AI based automation
- Digital Workplace

Customer Experience Management

- Next Generation Portals
- Social Media/Content Marketing
- Mobile Apps



Big Data

- Business Analytics & Predictive Modeling
- Fraud/Claims/ Subrogation Analytics
- Pricing Optimization Solutions
- Data Platforms (BI/Reporting)

Agile, fast to market, competitively priced

ComPASS offers an entire suite of solutions for group benefits carriers seeking to improve their products and customer service. We can help you solve one problem in your system or provide a solution that completely transforms the entire policy administration lifecycle.

ComPASS includes:

- A highly configurable platform to offer the right solution at the right time for your business needs
- Proven cloud-based and on-premise SaaS PAS solution for billing, underwriting, and claims
- Interactive and user-friendly portals for enhanced customer service and satisfaction. Both back-end and front-end portals enhance self-service for claims, billing, and more
- Integration of non-traditional data sources into underwriting
- Flexible “pay as you go” cost models

The ComPASS model is completely flexible, offering you as-needed solutions or an entire package of services to streamline operations, reduce costs, and improve customer service.

20 years' experience: Proven business model

Mphasis has over 20 years of experience serving several insurance companies worldwide. We have an exceptional record of finding creative solutions for clients, reducing costs, and improving customer service. We are consistently ranked among the top two service providers by our insurance clients. With global delivery capability presence in North America, Europe and South Asia, we are one of the top choices for insurance solutions.

Shortens onboarding time: Unprecedented speed-to-market

ComPASS offers unprecedented speed-to-market. New products can now be launched in just four to six months, easily shortening the entire process of launching new group benefits products.

Lower costs

Cloud-based solutions and flexible models make the cost of product setup and configuration significantly lower compared to full-suite license-based PAS. Automation throughout the system and right sourcing strategies lower labor costs the company.

Tracks business metrics

Business metrics such as the number of new policies, gross written premiums and more are mapped and linked to all technology and servicing costs. One can keep a closer eye on the metrics that are important to the business' profitability.

About Mphasis

Mphasis is a global Business & Technology Services company specializing in Insurance, Banking & Capital Markets. Over 3,100 dedicated Mphasis insurance professionals, including former C-level executives with an average of 20+ years of experience (across Life & Annuity and Property & Casualty insurance carriers), drive increased business value for carriers in a fast evolving insurance marketplace.

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