

Success Story: China Pacific Insurance Co.



China Pacific Insurance transforms business with high-performance systems

Client name: China Pacific Insurance Co.

Challenge

- Consolidate multiple legacy systems across 1,900 regional and local branch offices
- Improve customer service and introduce new products faster

Solution

- DXC's global life insurance processing software
- DXC's high-performance computing and business intelligence services

Results

- Extended immediate access to customer information to 210,000 agents and partners
- Rolled out new products in five simple steps
- Shortened monthly report cycle from 10 days to 3 hours

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[www.dxc.technology/
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Largest-ever business transformation program

China's decision to open its financial markets to foreign competition set China Pacific Insurance Company on the path to the industry's largest-ever business transformation program.

One of the country's leading insurers, China Pacific Insurance serves more than 80 million customers — nearly as many policyholders as are served by the top 50 U.S. life insurers. However, the company was administering policies on multiple legacy systems spread across 38 regional branch operations and nearly 1,900 sub-branches.

Key processes such as responding to customer requests and introducing new products were challenging. To compete more effectively, the company chose DXC Technology's global insurance policy processing software used to support more than 60 million policies for multinational and regional insurers across Europe and Asia.

A first-of-its-kind insurance industry data model

The sheer size of the nationwide rollout posed daunting challenges — from mapping the data to other systems to creating a scalable environment to process transactions for 45 million policies a day.

DXC specialists in software and high-performance computing proposed a massively parallel computing solution. To map data across the enterprise, DXC's business intelligence experts created a first-of-its-kind Insurance Industry Data Model to serve as a foundation for data management and analytics, bringing together data from its regional operations for the first time. The Insurance Industry Data Model developed for China Pacific Life has since been used to support North American life insurance and property and casualty insurers.

"The establishment of the platform allows us to get ahead of others in the fields of technology and information," said Wang Jing, director of China Pacific Insurance's nationwide rollout.

Faster service and product introduction

Customer service was improved with 15,000 employees and 210,000 agents, brokers and external partners accessing the system with a response time of less than 2 seconds. The company maintains more than 1,700 products on the system and can introduce new ones faster in five simple steps.

With a single system, month-end reports are now completed in 3 hours instead of 10 days, giving the management team reliable data and much greater control. The company's achievements were honored with Celent's "Model Carrier" award.

According to Gu Xiao Feng, chief architect for China Pacific Insurance, DXC's global insurance industry experience and solutions played a key role in the success of the transformation.

"CSC (now DXC) has a long history and experience in the international marketplace," he said. "We brought CSC in because we value their knowledge of the insurance industry."

This success story was originally written by CSC, which is now a part of DXC Technology as of April 2017.

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent, and extensive partner network combine to deliver powerful next- generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.