

# Maximize resource efficiency, focus on core competencies

Insurance Business Process Services



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### Benefits

- Capitalize swiftly on new market, channel and geographic expansions
- Enable rapid product experimentation and launches at lower cost
- Deploy clean-slate operating environments for new business initiatives
- Gain guaranteed quality and performance levels for customer service
- Reduce complexity and cost of servicing closed books of business
- Facilitate integration of acquired blocks of business
- Lower operating expenses and capital investments

To remain profitable in today's competitive environment, insurance companies need to run leaner, more nimble operations. Those that allocate significant resources to noncore business tasks risk finding themselves at a distinct disadvantage — lacking the flexibility to respond to changing customer, vendor, supplier and partner needs.

With Business Process Services (BPS), DXC Technology works with insurers to improve the efficiency of noncore processes — allowing them to focus on core business competencies with the flexibility needed to thrive in the toughest of market environments. In addition, DXC helps them enter new markets or geographies faster.

DXC's BPS solutions provide just the right mix of consulting, implementation and managed services through a blend of people, processes and supporting technologies. Our services are delivered by a global network of technology centers, staffed with people who provide sourcing options to meet each insurer's unique needs.

Our experience with robotic process automation and cloud technologies enables us to deliver state-of-the-art solutions at unprecedented price points. And our automated tools for workflow and process management allow us to add new facilities faster, with additional capacity on demand for clients of any size.

DXC Insurance BPS solutions feature:

- **Automation of business processes.** DXC leverages software robots to deliver the process automation, security and scale needed to create engaging user experiences.
- **Cloud and platform expertise.** Our expertise in platforms across industries and process domains enhances our ability to deliver pay-per-use cloud-based solutions that provide savings while converting from fixed to variable costs.
- **Economies of scale.** To reduce costs, we use high-efficiency delivery models developed through our work with multiple clients.
- **Reliable and predictable levels of service.** Our disciplined and systematic approach helps eliminate guesswork and risk.
- **Efficient delivery through our global talent pool.** To help ensure more predictable expenses and results, we provide trained and experienced global staff in cost-effective locations around the world.
- **Best practices.** Drawing from a wide array of client engagements as well as our own intellectual property and expertise, DXC helps you determine the best possible approach to addressing your specific business imperatives.

- **Flexible support options.** Our services can be scaled up or down as your business needs change, saving you the cost of maintaining a large permanent infrastructure.
- **Accountability.** We define client-accountable SLAs at the business-performance level, monitor them via a dedicated account manager and review them monthly with each client.

#### Services that fit your unique needs

DXC provides customized BPS for all industries, including:

##### Market-specific solutions

- **Life insurance, annuities and wealth management.** Services include policy administration of both open and closed blocks of business, claims processing outsourced product support and discrete functions. Our team helps reduce operating costs through efficient processing and technology-enabled optimization.
- **Property and casualty insurance.** We provide administrative support for underwriting, policy and claims services, helping insurers automate policy processing and back-office operations through digital offerings and advanced technologies.
- **Workers' compensation.** We have an impressive track record of innovation and service delivery in workers' compensation administration, offering a range of services to customers throughout the United States and Australia. Our clients benefit by receiving the support and knowledge they need to prevent injuries, meet their regulatory requirements, manage their insurance obligations and protect their employees.

- **London market.** We provide business process outsourcing for policy, premium and claims services to the London market, the largest global hub for commercial and specialty risk. We have transformed the market's back-office processing from 100% paper to 95% electronic, dramatically reducing processing times and improving cash flow for carriers.

##### Specialist insurance solutions.

For insurers even more narrowly focused on a particular line of business or product set, DXC offers several deeply customized BPS solutions, including offerings directly relevant to credit insurance, ancillary healthcare benefits, disability income claims management and wealth management.

##### Shared services solutions

- **Finance and accounting.** Our focus is to create strategic value beyond cost reduction. Services include Order to Cash, Procure to Pay, and Record to Report functions.
- **Bureau reporting.** DXC Bureau Filing Services offer the ability to report to various statistical agents, in compliance with requirements dictated by reporting plans and individual states. Our experienced and professional staff, conversant with statistical rules and regulations, guide the data-filing process virtually from start to finish.
- **Procurement services.** Our procurement services leverage DXC's global procurement organization and infrastructure, as well as our category expertise, efficient internal procurement processes and deep supplier relationships.

**DXC insurance by the numbers**

- No. 1 provider of core insurance solutions globally
  - No. 1 provider of services and technology to the London market, with a 100-year heritage of processing
  - 45+ years in the insurance industry
  - 1,900+ insurance clients
  - \$5B+ annual premiums processed in DXC BPO
  - 14.5 million policies under DXC management
  - 60% of insurance companies in Fortune's Global 500 are DXC clients
  - 18,000 experienced professionals serving insurance clients in more than 50 countries
- **Customer service.** Our customized next-generation front-office solutions employ the latest technologies and innovative process design to enable multichannel customer service, including phone, email, web, mobility, self-help and social media.
  - **Policy print as a service.** DXC can convert your existing print stream from Printer Command Language (PCL) into electronic PDF files for anytime, anywhere access to policy documents. Services include conversion of files from PCL to PDF, delivery and long-term storage of electronic files, and print, mail and index processing.
  - **Consulting services.** Using our business process reengineering experience, along with workflow, knowledge management and reporting tools, we can help improve productivity with our process improvement services.
  - **Legal matter management.** We leverage our industry-leading Legal Solutions Suite (LSS) to automate processes while increasing visibility and control over your legal expenditures. In addition to enabling consistent electronic billing, LSS allows you to communicate seamlessly online with the lawyer assigned to your company's case. Your legal expenses and matters can now go paperless, and you can work with your outside law firm more collaboratively.
  - **Services on standby.** DXC provides support services to assist you with seasonal peaks, processing backlogs or manual conversions to new platforms, allowing you to exceed service expectations.

**Run your business better**

Whether you need complete project and process life-cycle management across the enterprise or a quick point solution to deal with a particular problem, DXC can help. For more than 45 years, we have teamed up with insurance organizations like yours to provide high-quality, customized business process and technology services. We have maintained a portfolio that is ahead of the industry curve, and we deliver services that establish benchmarks for quality, availability, proficiency and performance, while also reducing overall costs.

DXC's Insurance Business Process Services have had a significant and beneficial impact for insurers seeking to reconfigure large fixed costs, stabilize operational costs and maintain scarce skills. The payoff is not just cost savings; you will also benefit from accelerated growth potential, faster product launches, shorter processing turnaround times and quick bursts of business transformation.

Our market-driven best practices are designed to:

- Reduce IT capital costs and total cost of ownership through cloud-based platform solutions and solution accelerators
- Reduce operating costs through efficient global delivery, as well as enhanced business process tools and delivery methodologies
- Optimize operations through consolidation, transformed processes and enterprise-wide collaboration
- Provide access to a rich set of solution accelerators that solve your immediate needs

- Use analytics that deliver insights which enable you to make effective decisions
- Launch new products faster by using our efficient global BPS delivery and process expertise
- Enter new markets — demographic or geographic — quickly at low risk
- Improve data security

We offer end-to-end global BPS combined with supporting infrastructure solutions, full application development and maintenance, and transformative business consulting services. To enhance performance, increase productivity and achieve compliance, we design and deploy these automated process management solutions based on a variety of international standards and models, including ISO 9001:2008, ISO 27001:2005, SSAE 16, SOX, CMMI, ITIL, Six Sigma and Lean.

In addition, in the United States, we report to all insurance bureaus and trade associations, including ISS/PCIAA (NAII), ISO, NCCI, MCAR, TICO, SFAA, TCLSP and AAIS for all lines.

The way insurers process work is changing, and so too is their workforce. Traditional work is becoming more virtual; physical roles are gradually being automated; and technology continues to evolve — creating greater levels of efficiency.

Companies that embrace these new ways of working and new technologies are getting more work done at a lower cost than traditional operating models. DXC's Insurance BPS offers you low-risk entry into this world of transformation by delivering real value with worldwide talent and leading-edge technology solutions.

### **About DXC in insurance**

DXC's technology and expertise empower insurance companies to compete in today's increasingly digital and customer-centric environment. With 45-plus years of industry experience, DXC helps insurers orchestrate the journey to next-generation infrastructure, modernized applications and better, more efficient insurance processes.

With an outside-in approach to insurance, we address specific business needs around digital growth, legacy transformation, efficiency gains and improved speed to market. Leveraging a deep roster of best-of-breed partners, we focus on delivering real business value by enabling our clients to take advantage of the most effective technology solutions available.

Featuring the largest portfolio of insurance software and services in the industry, DXC's commitment to the market is unmatched, with thousands of dedicated insurance professionals located around the world.

**Learn more at  
[www.dxc.technology/  
insurance](http://www.dxc.technology/insurance)**

### **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](http://www.dxc.technology).