Accelerate growth while reducing operational complexity and expenses
DXC Business Process Services: Property and Casualty

Get the right blend of insurance and technical expertise to help you seize growth opportunities.

Key insights

- For more than 30 years, property and casualty companies have relied on DXC Technology to lift them out of the back office with continuously available, efficient and secure insurance process and IT outsourcing solutions.

- DXC employees in the United States, India and Vietnam process more than $5.5 billion in premiums for virtually all personal and commercial lines of business.

- DXC's spectrum of outsourcing solutions maximizes flexibility and choice. From policy administration services to applications management and infrastructure support, DXC's team of insurance experts lets you focus on growing your business while reducing costs up to 30 percent.

As with most choices an organization makes, the goal of using business process services (BPS) is to enable you to be more competitive and profitable in your chosen markets. The key is finding a partner that can take day-to-day operational activities — valuable as they are — off the table for your incumbent staff, allowing them to be provisioned more effectively.

The ability to acquire a new operational capability in a low-cost, frictionless fashion can be an attractive way to start a new business, reach a new market or provide a new service. Ramping up a fully operational insurance organization is a daunting task even in the best of market conditions.

Get help meeting your business goals

Chief executive officers and chief operating officers of companies of all sizes identify the same business goals — streamlining their IT estate, facilitating business agility, achieving business growth and retaining customer loyalty. DXC's BPS strategies are aligned with these key industry drivers. Our services are designed to empower customer acquisition, retention and engagement; enhance speed to market; and enable tailored underwriting, third-party engagement and regulatory compliance — while reducing operational expense.

DXC leverages its insurance operations knowledge and proven business process framework, as well as digital technology expertise and worldwide sourcing capabilities, to help you meet your business goals. From the network of prepackaged solutions, to robot factories, to competency centers provided by an ecosystem of partners, DXC can help you ignite the synapses that deliver the solutions and outcomes you need.

History of measurable results

Here are some of the benefits DXC Business Process Services: Property and Casualty can deliver:

- **Increased efficiency and productivity –** One U.S.-based property and casualty (P&C) carrier saw a 70 percent improvement in transaction processing time and a 60 percent reduction in manual efforts, allowing the back-office team to focus on higher-value transactions and customer service.

- **Customer satisfaction –** Approximately 80 percent of a P&C insurer's policyholders chose to use the self-service option provided by DXC's partner, 360Globalnet, to offer self-service property inspections. This reduced underwriting time and cut adjuster workloads while speeding the time to process claims.

- **Operational and IT efficiency –** A leading international insurance provider wanted to enter the California insurance market quickly, with minimal up-front investment. It accomplished this by outsourcing IT and back-office operations to DXC to minimize startup costs and infrastructure requirements.

Why DXC?

Industry leader – DXC has deep industry expertise, and our insurance professionals have decades of BPS experience in both our onshore and offshore operations. DXC has more than $5.5 billion in direct written premiums in our U.S.-based P&C BPS operations.

Flexibility – Service options allow customized offerings to address business needs. P&C BPS offers ad hoc back-office services and agile automation services by using digital technology to design a set of customized services.

Comprehensive support – Interconnected service centers across the United States, India and Vietnam provide 24x7 support for all lines of business.

Customer focus – Our prebuilt insurance-centric frameworks and components deliver speed and convenience to our clients by enabling the reuse of an extensive inventory of best-practices workflows and business guidelines.

Digital offerings – DXC is constantly developing new agile automation offerings such as robotics, self-service and cognitive computing to assist carriers in continuous operational improvement.

Experienced resources with global reach

As one of the leading BPS providers to the North American insurance industry, DXC can help you seize growth opportunities and introduce new products and technology. More than 800 full-time DXC employees are dedicated to delivering outsourcing services to nearly 30 P&C insurance companies based in the United States and more than 300 globally.

DXC supports these clients with modern insurance software, a market-leading partner ecosystem and a globally connected network of outsourcing centers. Our P&C BPS can help you get to market fast with our support for your entire back-office operations, including policy administration, customer service, billing and payment services, and compliance.

DXC delivers the right blend of insurance and technical expertise. Our BPS employees have an average tenure of more than 10 years, many with 20 years of project management experience, and more than one-third of DXC's employees hold insurance designations.

Engage with a successful partner

By partnering with DXC, you have a variety of options that deliver immediate results and pave the way for agile scaling to meet your business needs. Businesses that seize the opportunity first are able to secure a competitive advantage and take a leading position in their market. The time to start the conversation is now.

Learn more at 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.