

Infosys McCamish Next Generation Life and Annuity Solutions

Infosys McCamish enhances your competitiveness by optimizing and transforming your processes, providing robust platform solutions, and taking accountability for high quality service to your customers and agents.

Transform Operations, Penetrate New Markets & Distribution Channels, Simplify Infrastructure



Power of One Platform — Supports Term Life, Traditional Life, Universal Life, Deferred Fixed, Variable or Indexed Annuities, Immediate Annuities, Disability Income and Health Protection.



Supports All Distribution Channels — Retail / individual agents, work site / group, association group / direct mail, Internet sales, COLI / BOLI, private placement, offshore (Bermuda), and all qualified plans such as 403b, 457, SEP, Simple, IRA and Roth IRA.



Flexible Technology Architecture — VPAS® Platform is composed of multiple “plug and play” components that are fully integrated through service-oriented architecture (SOA) with client and third party vendor technology. Through our self-service options and mobile enablement, your agents and policy owners can access and execute transactions from any location at any time.



Speed to Market — VPAS® Platform has an unmatched library of supported product rules & objects allowing rapid configuration and implementation of new products at greatly reduced costs.



Superior Customer Service & Operational Efficiency — VPAS® CSWD improves operational efficiencies by over 25% and enhances the customer service experience by offering the client a unifying layer and linking key systems under a single platform.

Fast Facts

15

large and complex conversions performed involving over **37 million** active policies

1000+

product variations already configured on our VPAS® Platform

7

of the top 10 US Life Insurance companies use VPAS® Platform

Over **5 million**

active policies administered on our platform with another 32 million in progress



Our Capabilities

Distribution partner services

Producer On-boarding

Producer management service

Producer compensation service

Performance management accelerator

Producer portal

Leads management

New business

Application capture

Application fulfillment

Plan setup and enrollment

Underwriting

Policy issue

Contract / policy record-keeping

Contract maintenance

Contract changes

Financial events

Scheduled Events

Correspondence

Billing collections & disbursements

Individual billing

Group billing

Collections

Suspense management

Balance and reconciliation

Customer service

Contact center

Process customer requests

• Agent • Customer • Back office

Customer Service Work Desk (CSWD)

State-of-the-art call center infrastructure

Deliver high quality service with Infosys McCamish

Industry Knowledge: 18+ years of existence, 4000+ years of industry experience, 200+ industry certified professionals

Customized Solutions: Leverage our solution as BPO, SaaS, Functional BPO, or operate with a combination of these models

Scalability: 680+ professionals across 4 delivery centers in US & India allow for global and local service delivery

Analyst Mentions

Infosys McCamish positioned by Gartner in the Leaders Quadrant of the Magic Quadrant for North American Life Insurance Policy Administration Systems.



Clients Speak



"Infosys has been a great partner. The leadership and the relationship management team, and all the touchpoints between McCamish, Infosys and our organization are terrific. The interaction, the communication and the process, are solid. We are very pleased with the relationship."

– Head of Retail, Annuity & Life Assurance Company

Success stories

Increased annual premium revenue and reduced time-to-market by 4 weeks

Helped client achieve an eight-fold increase in annual premium by collaborating with the client early in the development process and releasing 14 products in 12 months.

Reduced cost and risk by consolidating multiple platforms and products onto VPAS® Platform

Helped client retire several aging legacy platforms that housed a complex range of products from 80 year old traditional life products to state-of-the-art variable universal life and annuities.

Transformed operations and enhanced customer service experience through VPAS® Customer Service Work Desk

By offering the client a unifying layer and linking key systems under a single platform, real time visibility into operations, data analytics and sales opportunities increased, while Average Handle Time decreased by over 20%.

Claims & benefit payment services

Life, Disability, Critical Illness, HIP claims administration

Multi-channel FNOL intake

Superior case management

Automate claims kit and correspondence

Automatic benefits calculation, including partial beneficiary pay-out

Investment management Services

Fund pricing

Account record keeping

Trade and settlement

Fund accounting

Daily balance and reconciliation

Support services

Metrics / workflow and administration

Quality control

- Six Sigma • CMMi

Production support

- ITIL Model

Compliance

Compliance and audit

- MEC • OFAC • Tax Reporting

- Gramm-Leach-Bliley

- Sarbanes Oxley

- SSAE 16 and more

Self Service

Agent portal

Customer service portal

Mobility

E-application

Reports

About Infosys McCamish

Infosys McCamish a U.S. based subsidiary of Infosys BPO, a part of Infosys (NYSE:INFY) is a leader in providing best in class technology platforms and service solutions for the financial services industry. With deep domain experience with Life Insurance companies, Work Site Product providers and Retirement companies globally we partner with our clients to help them stay ahead of the innovation curve. Our technology platforms and services, combined with execution excellence and proven best practices, optimize our clients' operations today while building tomorrow's enterprise.



For more information, contact mccamish@infosys.com

www.infosysmccamish.com

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