

## Infosys BPO Insurance Practice

Operating in a sluggish macro-economic condition comes with its own set of uncertainties. With capital markets being flat and insurers having to pay for a series of 'black swan' events, the industry has been looking for operational efficiency, cost savings and innovative service offerings to address strategic objectives.

With Infosys BPO as an outsourcing partner, you can be certain of having robust and efficient operations, as well as a strong backbone for your business-critical processes. Our customers across Property & Casualty (P&C), Life & Annuity (L&A), Retirement, Group Insurance and Reinsurance lines of business have been able to address industry challenges and realise significant business benefits and build tomorrow's enterprise by leveraging our integrated set of BPO and Technology solutions. As a testimonial to our capabilities, we have been consistently recognised and rated by leading analysts and advisors:

- Positioned in Leaders Quadrant in Gartner's Magic Quadrant for North American Life Insurance Policy Administration Systems, Jun 13\*
- Speed to Market Leader in LA&P BPO, in Nelson Hall's LP&A BPO vendor evaluation, Aug 13
- Positioned as a Major Contender Everest Research's PEAK Matrix for Insurance BPO, (published) Dec 12
- HfS' FormGuide named Infosys BPO Leader for Insurance BPO, Nov 12

## Snapshot of our Insurance BPO Credentials

**45 Global Clients**  
(US, CA, UK, EUR, AUS)

**1400 Professionals**  
Delivering services worldwide  
supporting **15 Languages**

**11 Delivery locations**  
across the world  
4 AMERICAS, 2 EU, 5 APAC

## Service Offerings

	<p><b>Property &amp; Casualty</b></p> <p>CAT Modeling Lloyd's (UK) Market Services Premium Auditing General Agent Support</p>	<ul style="list-style-type: none"> <li>• New Business and Underwriting Support</li> <li>• Risk Exposure Calculation</li> <li>• Policy Administration Services</li> <li>• Claims Setup and Processing</li> <li>• Broker Statement of Accounts and Reconciliation</li> <li>• AP &amp; AR</li> </ul>
	<p><b>Reinsurance</b></p> <p>Treaty Management CAT Modeling and Pricing Support Exposure Benchmarking Statutory Reporting</p>	<ul style="list-style-type: none"> <li>• Technical Accounting</li> <li>• Claims Recording</li> <li>• Premium Registration</li> <li>• Non-Proportional Accounting</li> <li>• Commutations</li> <li>• Excess of Loss and Quota Share Billing</li> <li>• Retrocession and Run Offs</li> </ul>
	<p><b>Life and Annuity, Retirement</b></p> <p>Leading L&amp;A TPA (Licensed in 50 states) Closed Book Services for LA&amp;P in the US and EU Platform based BPO –VPAS®Life, PMACS®, Deferral+® and VPAS® Benefit Plan Actuarial Support for Life Insurance</p>	<ul style="list-style-type: none"> <li>• New Business and Policy Issuance</li> <li>• Full Policy Administration Services</li> <li>• Contact Center</li> <li>• Claims Administration</li> <li>• Customer Servicing</li> <li>• Producer Services</li> <li>• Mail Room Services</li> <li>• Financial Disbursement</li> </ul>

Process Progression Model (PPM)

Business & Operations Analytics

Flexible Commercial Models - Price per Policy/ Transaction based/FTE Based/Risk Reward pricing

## Infosys BPO Advantage

Business Value Delivered	P & C Insurance
	Cycle time for New Business Policy Issuance reduced from 46 days to 13 days for a leading US based Fortune 500 insurer
	31% reduction in operational expenses for a leading Insurance broker through operational excellence
	37% decrease in overdue debt for a P&C Insurer
	Life & Annuity Insurance
	Improved time for a product launch by 40%-60% for a US based Life Insurance carrier
	Reduction in Operating costs by 30% for a leading Dutch insurance carrier, supporting 380,000 closed block life policies
	Reinsurance
	Designed and Operationalised back office operation in parallel to core reinsurance platform implementation
Scaled up from simple File Operations to support complex, high volume CAT modeling and reinsurance contract renewals without any increment in resources	
Proven Proprietary Platforms	VPAS® Life, PMACS®, Deferral+® & VPAS® Benefit Plan Administration
	End-to-end Policy Administration of Closed book/ Open book business across wide array of products and distribution channels
	More than 3 million policies under administration
	37% decrease in overdue debt for a P&C Insurer
	Largest Conversion (> 10 million policies) under progress as a part of Indian Government nationwide modernization initiative
15+ migrations and data conversions from legacy (homegrown and commercial off the shelf product) platforms to VPAS® Life	
Centre of Excellence	Competency Development
	Member of The Institutes, CII UK and LOMA
	200+ industry accredited and certified domain professionals
	3% - 4% revenue invested in developing Insurance COE
	80+ Lloyd's of London Certified Professionals
Conducted 600+ regular benchmarking exercises across engagements	
Alliances	ITDS – partner in the Netherlands for insurance business consulting and transformation services
	PEGA Systems is our technology partner

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### About Infosys

Infosys is a global leader in business consulting, technology and outsourcing solutions. We enable clients in more than 30 countries to outperform the competition and stay ahead of the innovation curve. With \$7.4B in revenues and 155,000+ employees, Infosys transforms enterprises to thrive in a changing world through strategic consulting, operational leadership and co-creation. Visit [www.infosys.com](http://www.infosys.com) to see how Infosys (NYSE: INFY) is Building Tomorrow's Enterprise® today.

Infosys BPO, the business process outsourcing subsidiary of Infosys, provides integrated end-to-end outsourcing and delivers transformational benefits to clients through cost reduction initiatives, ongoing productivity improvements and process reengineering.



For more information, contact [infosysbpo@infosys.com](mailto:infosysbpo@infosys.com)

[www.infosysbpo.com](http://www.infosysbpo.com)

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