

KEEPING THE BOOKS TIDY

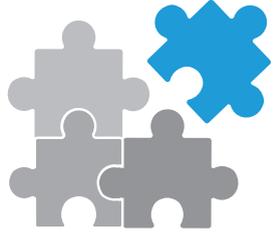
Transforming operating structure
and boosting efficiency by 30%.

The client is a leading Dutch
company that offers a wide range
of life and non-life insurance products.



CHALLENGES

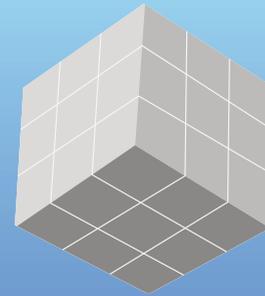
The client was seeking a partner to:



- Steer business transformation for guaranteed service norms and regulatory compliance

- Take over portfolio administration and reduce costs

- Boost operating performance and client/intermediary satisfaction



SOLUTIONS

Infosys BPM transformed the client's operations via the following steps:

BUSINESS PROCESS TRANSFORMATION

- ▶ Managed 6 life insurance books, involving 1.2 million policies and 15,000 pension contracts, via 17 applications and 84 sub-processes
- ▶ Deployed 285 full-time resources (FTEs) for BPM and application development, maintenance, and testing services
- ▶ Leveraged Global Delivery Model for project execution in onshore and offshore locations
- ▶ Enabled quick ramp-ups with flexible staffing to take up ad hoc projects



TECHNOLOGY IMPROVEMENTS

- ▶ Implemented process automation and actuarial tools to reduce workflow inefficiency
- ▶ Performed predictive analysis on policy surrenders



KNOWLEDGE MANAGEMENT AND TRAINING

- ▶ Developed repositories of SOPs and process maps to ensure knowledge retention
- ▶ Cross-skilled resources to handle volume fluctuations



BENEFITS

Infosys BPM helped the client in realising the following benefits:

- ▶ Delivered cost savings to the tune of almost 60%
- ▶ Boosted operational efficiency by 30%
- ▶ Transformed the operating structure into a predictable, variable cost-based model (cost per policy) for sustained competitive edge



For more information, contact infosysbpm@infosys.com

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