Capgemini

Insurance Services

Enable growth, digital customer experience, and increased efficiency.

These are challenging, yet exciting, times for insurers. With customers in the insurance space expecting a seamless, "Amazon-like" experience accessible at any time and on any device, insurers are looking for innovative ways to interact with new markets and launch new products quickly into the market.

In addition, the potential offered by intelligent automation and the vast amounts of data now available is giving insurers the opportunity to deliver new products at lower cost and scale, to achieve the desired business outcomes for their clients.

Harnessing the power of modern technology and implementing sound client-centric strategies is crucial for keeping up with the competition in an agile marketplace where customers expect engagement on their terms and boardrooms expect real-time access to business performance data.

> " Digital agility and an integrated ecosystem are requisite twin levers to enhance customer experience, drive operational efficiencies, and foster long-term business viability. These must be woven into the fabric of the insurance industry"
>
> **Capgemini/EFMA World Insurance Report 2018**

> *These might be challenging times for the insurance industry but they are also exciting times; the digital revolution is changing everything from consumer expectations to core operating models. The winners will be the ones that take fast and full advantage of all digital has to offer"*

Anup Kumar

Executive Vice President and Head of Insurance Services, Capgemini's Business Services

A business solution for the insurance industry

Capgemini's Insurance Services is a portfolio of services that provides highly specialized insurance offerings to help our clients transform their core insurance processes and support functions such as finance, HR, and procurement, while reducing cost and boosting customer satisfaction.

We provide solutions tailored to the specific and demanding requirements of the insurance business. These services range from consulting to full-service third-party administration (TPA) services, and include discrete service line business process management services.

We specialize in platform-based solutions, automation, and analytics that leverage our deep insurance expertise and domain:

- **Supplemental Health Insurance –** reduce the cost of your administration through claims auto adjudication,

digitization, and automation of enrollment and policyholder processes. Insurance Services help you achieve your growth objectives by enabling new products to be launched into the market within a short space of time.

- **Life Insurance –** leverage digital process accelerators (DPA) to digitize your operations without the pain of a large, complex conversion. This helps standardize your policy servicing, reduce your administration expenses, and enhance your policyholder satisfaction.

- **Property and Casualty Insurance -** Insurance services enable you to move from an offerings portfolio based on insuring loss, to solutions that ensure proactive protection through a digital transformation journey built on expertise and innovation.

Products supported

SUPPLEMENT INSURANCE		LIFE INSURANCE	
• Long-term Care	• Hospital Indemnity	• Term life	• Variable life
• Medicare Supplement	• Accident	• Whole life	• Fixed annuities
• Critical illness	• Disability	• Universal life	• Variable annuities

Vertical and horizontal offerings for insurers

CORE INSURANCE	New business	Premium billing	Policy administration	Claims administration	Agency administration	Accounting and treasury	Mailroom	Business capability development
	Application processing	Direct billing	Demographic changes	Eligibility	Agent contracting	Account reconciliation	Document ingestion	Product configuration
	Underwriting	Group billing	Policy changes	Adjudication	Agent licensing	Bank reconciliation	Indexing	Illustration support
	Risk assessments	Payroll billing and reconciliation	Remittances/ Withdrawals/ Loans	Support	Commission processing	General ledger management	Output printing and mailing	Benefit increase offers management
	Policy issuance	Suspense management	Lapse/Renewal processing	Call center	Call center	Financial reporting	Document archiving	

HORIZONTAL OFFERINGS

FAO | Credit-to-cash | Procure-to-pay | Record-to-analyze | Reconciliations-as-a-Service (RaaS) Source-to-contract | Procurement operations | Financial planning and analysis

Customer services and support | Customer service | Contact center optimization | Helpdesk

HRO | Recruit-to-hire | Workforce management | Reward-to-retain | Learning

Workforce management and analytics | Data collection, prcoessing, and analysis

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CONSULTING OFFERINGS

Block Matrix (bh) Assessment

ESOAR (Robotics) Assessment

Digital Maturity Assessment

Insurance Services also leverages Capgemini's renowned reputation for developing and delivering best-in-class business process services across many business services. These include:

- **Intelligent automation for finance –** a solution that reimagines your finance operations to deliver enhanced customer experience, better finance operations at a lower cost, improved data and reporting, and enhanced controls. Capgemini's *Finance Powered by Intelligent Automation* reimagines credit-to-cash, procure-to-pay, and record-to-analyze, promising the very best-in-class finance operations for your business.

- **Streamlining and automation of claims –** leveraging data digitization, best-in-class technology platforms, and Capgemini's strong heritage of systems integration, we

implement robotic process automation (RPA) and intelligent automation to reduce or eliminate claims process touch-points, while improving efficiency and accuracy, and ensuring better customer satisfaction.

- **Digital Mailroom –** by leveraging Capgemini's Cognitive Document Processing (CDP) framework, digitization during content ingestion enables straight-through processing (STP), business process management (BPM), and automation packaged with our omnichannel intelligent contact center and distribution. Our solution delivers end-to-end functionality including scale, efficiency, automation, workflow, and reporting and governance, combining a cloud-based content management system and robotic process automation (RPA) to transform the way your mailroom functions and boost customer satisfaction.

Dependable innovation, integrated technology, automated operations

Insurance Services is built on best-in-class operations and state-of-the-art tools and technology that seamlessly combine to offer your company an unrivalled operations experience. Our Insurance Services offering consists of three platform components:

- **Experience and interaction –** including branded self-service member portals, interactive voice response (IVR), and mobile applications that enhance the customer experience and enable policyholders to choose their mode of interaction.

- **Business process management –** including digital mailroom distribution, virtual case folder, activity and task management, automation, operational reporting, and output management.

- **Core platforms –** including robust highly configurable policy, claims, and agency administration systems that are supported by and integrated with care management, claims digital file, insurance process-driven business process management, and output management systems.

Our credentials
- 4 million policies administered
- 10 million claims processed
- 17 million enrollments processed
- 120 million documents processed
- 1.5 million calls handled

A powerful portfolio built on a foundation of consulting, technology, and operations

Our long history and strong reputation in providing business process and sector specific services has already made a significant and positive impact on the bottom line and profitability of our clients.

Ranging from a Fortune 50 life insurer to one of Canada's largest financial institutions, and from a well-known American healthcare solutions provider to a global life assurance company, our clients all have their own unique commercial and trading landscapes, as well as a broad variety of challenges that require innovative and expert solutions.

We have made a real and positive difference to the revenue and profitability of our clients, including:

- 30% improvement in turnaround time for policyholder services
- 40% reduction in administration costs
- Up to 40% increase in productivity
- 40% reduction in complaints
- 35% reduction in printing and mailroom costs
- 50% increase in provider satisfaction

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

Visit us at

www.capgemini.com

Scan here to find out more about Capgemini's Insurance Services

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People matter, results count.