

Accelerated Solutions Environment for Insurance

Complex Decision Making and Organizational Alignment in days not months



...IT organizations and the business must achieve consensus on how the work must be changed, and service levels adjusted. They must also make decisions about the future viability of programs, deliverables and even business units.*

The recent economic downturn has provided a challenging financial environment for insurance firms. Capgemini can assist your organization in preparing for future growth while maintaining and improving operational stability and effectiveness. We believe the best way to respond to challenging times is through high-performance group creativity and collaboration. For over 15 years, our Accelerated Solutions Environment (ASE) has helped leading insurance companies harness collaboration to accelerate decision making.

Our patented facilitation environment and process, fused with a deep financial services consulting and technology expertise, coupled with offshoring experience, provides the most powerful approach to rapidly address an organization's complex business challenges, create organization alignment, gain competitive advantages and achieve long-term success.

*Gartner, Inc. *Key Issues for Cost Optimization, 2009*,
30 March 2009, Kurt Potter



Insurance ASE Success Stories

Objectives	Results
Create an IT governance program to manage rapid growth.	During the 3-day session, 141 people from across IT and business areas reviewed the initial design for an enterprise IT organizational model, determined required organization changes, and created a transformation plan.
Launch a new Policy Administration Systems (PAS) development program to enable future state P&C operations.	By the end of the 3-day session, the participants envisioned and designed the future state operating model, defined major future state processes and workflows, and developed a prioritized PAS roadmap and governance model.
Align on the future state agent on-boarding process and identify how to deploy.	Over 2 1/2 days, participants created and signed off on the future state agent on-boarding process including tools, metrics, and organization elements; created the pilot approach to validate effectiveness and content; and defined the path forward.
Create an Agent Strategy Portal.	55 participants at all levels across the organization met for 2 days to define the most effective web strategy to best serve their users and created detailed requirements which set a clear direction on what to build.
Create a Claims Strategy and Transformation Roadmap.	40 participants from all across the organization met for 3 days to develop a strategy for the Claims organization along with an executable transformation roadmap for the program.

We designed our Accelerated Solutions Environment to bring people together in a way that unleashes group genius and yields breakthrough solutions and action plans in days rather than months.

The ASE achieves results through a process we call 'decision by design' which uses time compression, multiple cycles of iteration, and massive parallel processing to dramatically increase the speed of solution development and the certainty of achieving expected value.

In today's business environment you need to develop innovative solutions and deploy them faster and better than your competitors. Actions must be focused to improve productivity, predictability, responsiveness, flexibility and measurability.

Success depends on your ability to adapt quickly to the ever changing business and regulatory environment. The ASE's seasoned facilitation team, proprietary decision-making processes, global knowledge resources and innovative workspace helps insurance companies make better, faster decisions.

The ASE can deliver significant value to your company when you need to:

- **Align stakeholders around complex decisions** – where multiple stakeholders need to collectively understand and commit to change, overcoming organizational, cultural and political barriers.
- **Mitigate risks** – collaboration generates broad ownership and commitment to implement the solution, which allows full business benefits to be realized with lower risk.

- **Accelerate results** – Organizations can achieve three or more months of work in three days. Acceleration of this magnitude represents at least 25% additional value in the first year after an ASE event when speed of change is an imperative and real action plans are required.
- **Innovate** – where creative exploration, discovery and learning is required to transform your business. The process of iteration allows you to drive more effective solutions.

How an ASE works

An ASE event is carefully co-designed and managed by the ASE facilitation team and a small sponsor team of representatives from your organization. The sponsors ensure the business issue is tackled with the right objectives, participants, inputs, and outputs to achieve the best results.

The ASE takes place in a flexible environment configured specifically to the work of that session. The acceleration and collaboration processes deliver a results-driven experience for participants, enabling the team to focus on the problem-solving content rather than the process.

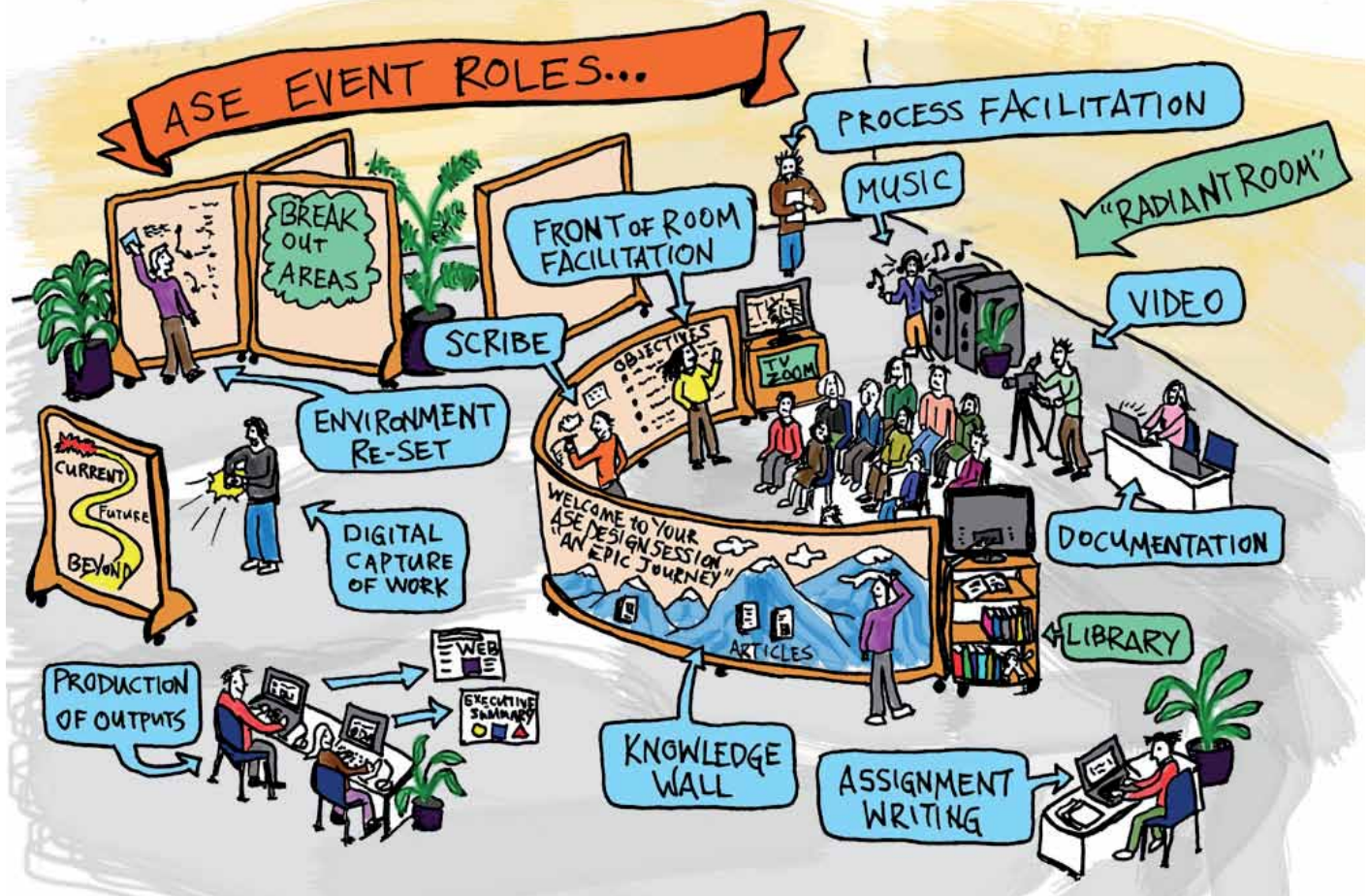
The ASE's proven methodology aligns diverse stakeholders—business, information technology, customers, vendors, and subject matter specialists—to define the future from high-level strategy to detailed design. The event unfolds in three phases, known as Scan, Focus, and Act.

The **Scan phase** lets participants explore new ideas and perspectives while laying the foundation for a high-performance team. As a group they confirm the current situation, create a common language, uncover critical assumptions and issues, and envision the desired future state. Participants learn new ways of collaborative working.

The **Focus phase** has participants take their ideas, then design and test potential models of the solution from different vantage points. Through multiple iterations, solutions that are not viable fall away as the group understands the full dimensions and implications of the problem. The group confronts and removes barriers to change as they become increasingly engaged in the success of their collaborative effort.

The **Act phase** drives alignment and the intention to act. Key decisions are made, buy-in is gained from all stakeholders, the group designs real components of the solution and the action plans for implementing them, accelerating decisions on key solution elements.

The ASE in Action



The ASE by the Numbers

- Over 3000 events for more than 600 clients
- 40% of all clients return for multiple events
- 55% of the Fortune 100 Top Global Companies
- 44% of Business Week's Top 100 Global Brands

ASE services

At a half-day **Discovery Day** event, learn how Capgemini's ASE can make a significant impact in addressing a pressing business issue.

DesignSession[®] events provide the opportunity to accelerate complex decisions that involve between 40-100 stakeholders over one to three days. Using our experienced facilitation team, large-scale change model and creative workspace, we help propel clients through solution design into implementation. We address mission-critical issues that affect multiple levels of an organization.

The **Rapid Solutions Workshop**[®] accelerates the delivery of critical technology projects. These one to five day collaborative design sessions accelerate the delivery of technology based projects elements such as process, requirements definition or implementation planning.

For more information, contact us at insurance@capgemini.com.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience[™] is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-

focused methods and tools. Capgemini utilizes a global delivery model called Rightshore[®] which aims to offer the right resources in the right location at competitive cost, helping businesses thrive through the power of collaboration.

Capgemini reported 2009 global revenues of EUR 8.4 billion and employs over 90,000 people worldwide.

More information about our services, offices and research is available at www.capgemini.com.