

Master Data Management for Insurance

Powered by IBM MDM



Providing a reliable, comprehensive representation of an insurer's customer relationships.

3 Keys to a Successful MDM Solution

- Identify the benefits and risks of an MDM implementation
- Build a proof of concept through a structured planning process, including a business-IT assessment framework
- Use an MDM toolset and solution that is aware of insurance applications to gain value-added benefits

By consolidating and validating high-value data from policy, claims, and multiple customer-service systems, master data management (MDM) applications can be a valuable component of customer-centric business operations for insurers. Partnering with IBM, Capgemini has developed an integrated MDM solution that enables insurers to process comprehensive customer profiles to improve services and proactively identify policy cross-sell and up-sell opportunities. Capgemini's OneView Dashboard provides an aggregated, consistent and holistic representation of customers' relationship with an insurer, including:

- Customer profile
- Policy portfolio
- Billing details and premium outstanding
- Claims reported, paid and outstanding
- Customer profitability
- Channels used
- Cross sell and up sell opportunities

Our Master Data Management for Insurance solution is built on industry-leading IBM software and works with Guidewire InsuranceSuite™.

Experienced Partners Make the Difference

Collaboration is at the heart of our business and Capgemini has a proven, successful track record of working closely with our partners around the world to build innovation solutions for our clients. Just in the past few years, we've won innovation and partner awards with Guidewire and IBM.

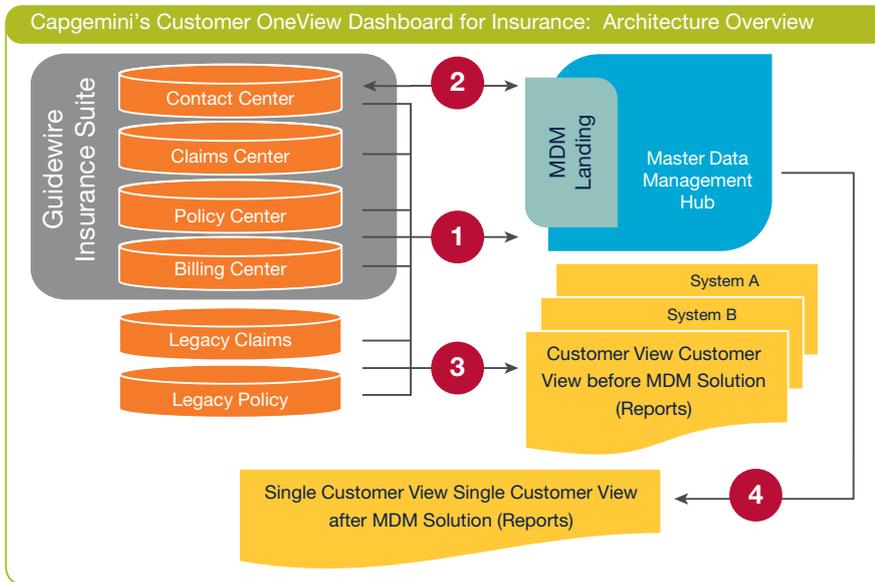
Since 2004 Capgemini has been a leading Global Guidewire Integrator with unparalleled accelerators, tools, and methodologies which have helped insurers lower operating costs for Guidewire ClaimCenter®, PolicyCenter® and BillingCenter®. We bring extensive insurance-applications and integration services expertise to your MDM solution.

As an IBM Premiere Business Partner, our partnership spans over 30 countries and includes over 55 Capgemini specialists dedicated to innovating, selling and delivering IBM solutions including those dedicated to banking, insurance and capital markets.

How it Works

Our Customer OneView application and dashboard process includes the following key elements as shown in the diagram:

1. Data extracts from legacy source systems are brought to MDM Landing area and loaded into the MDM database each night by batch process
2. Any new contacts created in PolicyCenter, ClaimCenter, BillingCenter or ContactCenter are synchronized on a real-time basis with the MDM database. Any contact searches performed in Guidewire InsuranceSuite will first check ContactCenter. If the contact is not available then the search will be performed in the MDM database
3. Customer view before the MDM solution
4. Single customer view after implementation of Capgemini's MDM solution



About Capgemini

With almost 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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