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The General[®] Transforms Claims With Capgemini Insurance Connect

New managed services solution from Capgemini powered by Guidewire InsuranceSuite[™] streamlines the auto insurer's claims processing to improve customer service

New York, – 6 January 2016 – Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, today announced the successful deployment of the Capgemini Insurance Connect platform to support claims processing at The General[®]. The implementation provides a managed business service for claims and reporting; replacing the auto insurer's legacy claims systems with Guidewire ClaimCenter in a subscription based commercial model. With Capgemini Insurance Connect, The General[®] will benefit from the flexibility of on-demand, best-in-class claims processing capabilities to enhance data insights, increase claims handling efficiencies through higher levels of third party integrations and improve overall customer service, with significant future proofing.

The General[®] deployed Capgemini Insurance Connect to streamline and transform its claims processes, replacing its legacy systems with a flexible and easy to maintain subscription-based solution. With the new system in place, The General[®] has a single, fully scalable platform that enables it to focus on improving operations that directly impact customer experience. Through Insurance Connect, The General[®] intends to drive greater operational efficiencies across its organization and improve claims processing while leveraging Capgemini to maintain currency of the core processing environment, drive simplification in the technical environment, and ultimately provide unparalleled agility to meet business demands.

Capgemini's Insurance Connect is a comprehensive managed business service hosted by Capgemini on Amazon Web Services and pre-configured for specific market segments. It offers a frictionless clearing house of leading insurance platforms to deliver end to end business capabilities combining the power of the tailored, optimized Guidewire InsuranceSuite[™] with other commercial solutions along with end-to-end services from Capgemini, including solution validation, implementation, deployment, maintenance, hosting and BPO.

“For mid-to-small insurance carriers, the complexity of building and maintaining the diverse portfolio of technology to support the rapid pace of business change have hindered return on investment” said Mahendra Nambiar, VP, Capgemini Financial Services. “Capgemini developed Insurance Connect to give insurers, like The General®, a quick, flexible, and cost-effective solution to rapidly implement a portfolio technology solutions to enable them to focus their resources on driving value for their customers and building their brands. Capabilities like big data, cloud, and digital will be in reach for all insurers with the Capgemini Insurance Connect solution.”

About Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, [the Collaborative Business Experience™](#), and draws on [Rightshore®](#), its worldwide delivery model.

Learn more about us at www.capgemini.com.

Rightshore® is a trademark belonging to Capgemini

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry. With a network of 24,000 professionals serving over 900 clients worldwide Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

More information is available at: www.capgemini.com/financialservices

About The General

The General®, a nationally recognized brand, and its affiliated insurers have been providing auto insurance throughout the country for more than 50 years. The General® is a licensed insurance agency that is a subsidiary of PGC Holdings Corp. (PGC) which is wholly owned by American Family Mutual Insurance Company.