

# CSC in Financial Services

**Marketing and  
Communications Contact**  
Jackie VanErp  
Vice President,  
Financial Services Sector  
+1.512.275.5844  
<mailto:jvanerp@csc.com>

CSC is a global leader in providing technology-enabled business solutions and services. With approximately 91,000 employees, CSC reported revenue of \$17.3 billion for the 12 months ended Oct. 3, 2008.

CSC makes change practical for leading financial services firms around the world. To complement its capabilities in consulting, systems integration, and business process and IT outsourcing, CSC brings deep financial services industry knowledge and experience, a comprehensive portfolio of financial services application software, and an extensive network of industry and technology partners. More than 10,000 CSC employees are dedicated to serving financial services clients, which include more than 1,200 major banks, insurers, and investment management and securities firms.

Financial Services is CSC's largest commercial vertical market, representing approximately 17% of the company's revenue. Learn more about CSC in Financial Services at [http://www.csc.com/financial\\_services](http://www.csc.com/financial_services).

## Business Services

CSC offers a full array of business and technology solutions designed to support the rapidly evolving global financial services industry. We draw upon a unique blend of industry knowledge, technology expertise and intellectual property to deliver flexible solutions that allow clients to achieve competitive differentiation and stay ahead of emerging financial services trends.

Our objective is to be a strategic partner providing the right mix of offerings to support clients' unique business objectives. Our portfolio of assets includes the world's largest collection of financial services application software, a full range of consulting, systems integration and outsourcing services, and an extended network of industry and technical alliances.

Financial services firms ranging in size from Fortune 1000 companies to ambitious start-ups tap into CSC's spectrum of products and services. Our team is available for short, narrowly focused projects and long-term relationships that span clients' business units and geographies. CSC offers:

**End-to-end solutions** – Designing, developing, deploying, operating and securing large, complex, functionally complete, business-oriented solutions in all technology domains

**Specialized application software** – A comprehensive portfolio of financial services applications software designed to help companies improve customer relationships, operational effectiveness, profitability, product innovation, distribution/delivery channel growth and enterprise information management

**Strategic consulting** – Consulting in business strategy, operations, change management and information technology to help clients transform their businesses and achieve competitive advantage

**Systems integration and business process management** – Business process and information systems consulting, design, development, integration and implementation. Implementing and integrating business processes, software (our own and third-party applications), hardware and communications to support client business objectives

**Information technology (IT) outsourcing** – The full spectrum of technology management services, spanning desktop and applications management, data center management, Web hosting and managed application services, systems integration and network operations

**Business process outsourcing (BPO)** – Taking responsibility for selected financial services business processes, such as insurance policy administration processing, including the knowledge workers and the supporting technology

Within the financial services industry, CSC's revenues are split among our service lines as approximately:

- |   |     |
|---|-----|
| ■ Strategic consulting:   | 5%  |
| ■ Systems integration and business process management:                  | 25% |
| ■ Specialized application software development and associated services: | 30% |
| ■ IT and business process outsourcing:                                  | 40% |

## Financial Services **Market Presence**

CSC serves nearly 5,500 financial services clients in 50 countries, including more than 1,200 of the world's premier financial services organizations:

- Nearly half of Fortune's global 500 financial services companies
- One-third of the world's top 50 banks
- Two-thirds of the world's top 50 insurers

Within the United States, CSC's clients include:

- Forty of the top 50 U.S. life insurance and annuity carriers, representing three-fourths of total industry premium
- More than 30 of the top 50 U.S. property and casualty insurance carriers, representing nearly half of total industry premium
- More than half of the top 50 U.S. banks and insurers
- Nearly half of the top 25 U.S. banks

- Five of the top ten U.S. mortgage servicing companies
- Four of the top 15 U.S. issuers of debit and prepaid cards

### Market Sectors

CSC serves all sectors of the global financial services industry, including:

- Insurance – life insurance, pensions, annuities, health insurance, property and casualty (P&C or general insurance), reinsurance
- Banking and consumer finance
- Investment management and securities

As one of the largest consumer reporting agencies in the United States, CSC provides consumer credit reporting, mortgage credit reporting, real-estate-related services, and account portfolio management to more than 20,000 clients.

### Global Reach

CSC has more than 10,000 professionals focused exclusively on the financial services market. Many come from acquired IT firms that have specialized in insurance and banking for more than 35 years. For the business benefit of our clients in the global financial services industry, we leverage not only our financial services expertise, but also specialist knowledge from throughout the company.

A Fortune Global 500 firm, CSC’s revenues and staff are dispersed throughout the world’s major financial services markets in approximate proportion to the overall information technology spend in those markets:

- Americas: 50%
- Europe: 40%
- Asia-Pacific: 10%

CSC combines the advantages of a large worldwide infrastructure and resources with a strong local presence in regional markets. For example CSC has served Asia’s insurance industry since 1981, providing the full range of the company’s services. Today, CSC supports more than 200 clients in Asia in the life and P&C (general) insurance and reinsurance markets.

Our world sourcing model gives local CSC teams access to extensive offshore capabilities in lower-cost regions such as India, South Africa, Australia, Singapore, Malaysia, Eastern Europe, Ireland and Canada.

CSC has financial services operations in 39 countries:

Australia	France	Japan	Philippines	Sweden
Austria	Germany	Korea	Poland	Switzerland
Bulgaria	Hong Kong	Macau	Portugal	Taiwan (ROC)
Canada	Hungary	Malaysia	Singapore	Thailand
China	India	Netherlands	Slovakia	United Kingdom
Denmark	Indonesia	New Guinea	South Africa	United States
Egypt	Ireland	New Zealand	Spain	Vietnam
Finland	Italy	Norway	Sri Lanka	

# Noteworthy Facts

In November 2008, CSC was among the “Top 25 Enterprise Companies in FinTech” ranking by *American Banker* and Financial Insights, an IDC company. This is the fifth consecutive year that these firms have named CSC a leading provider of IT services to the financial services industry.

In October 2008, CSC was awarded “Best Technology Solutions Provider” as part of the Reactions Global Awards, an international recognition program for insurers sponsored by *Reactions* magazine. The winners are chosen through reader surveys and interviews with leading individuals and companies representing the insurance and reinsurance industries.

In the 2008 Vanguard in Insurance Practices (VIP) survey of insurance carriers in the United States and Canada, conducted by *Insurance Networking News* and research firm Celent, CSC won five awards. CSC was the only firm to receive two first-place “best of the best” technology firm rankings – in integrated systems and IT services – and a second place in point solutions. In addition CSC shared a first-place Best Practice Case Study award with its P&C insurance client Accident Fund, and also won an honorable mention in this category.

CSC was selected as an Insurer’s Choice 2008 technology firm, ranking first in IT outsourcing for P&C insurers and in the top three in both operations and workflow. Insurer’s Choice is an annual survey of the insurance industry co-sponsored by *Tech Decisions* and Financial Insights, an IDC company.

In 2008 ACORD, a nonprofit insurance standards organization, recognized CSC as an Early Adopter of ACORD life insurance data standards.

Also in 2008 LOMA, a leading international trade association offering education and research to the insurance and financial services industries, selected CSC to conduct LOMA’s insurance industry-specific examinations in India. CSC is the only company in India chosen to aid the growth of insurance domain knowledge among Indian professionals.

## Outsourcing and Hosting

CSC is a global leader in outsourcing, including BPO, with more than 6,600 full-time employees dedicated to outsourcing service delivery to nearly 250 financial services firms.

CSC’s BPO services support more than 100 financial services organizations worldwide from multiple BPO centers on three continents, providing outsourced processes such as policy and claims administration, customer service, payment processing and new product launch support at mutually agreed and measured service levels.

CSC provides full insurance BPO support and processing for more than 5.2 million policies representing more than \$3 billion in life insurance and annuity premiums and \$2.7 billion in P&C (general) insurance premiums.

During the past 10 years, CSC has helped its clients successfully complete more than 85 large-scale life insurance BPO transitions and transformations.

In August 2008, CSC received a first-place FSO Knowledge Xchange (FSOkx) award in the “Outsourcing Relationship Excellence” category. This award recognized CSC’s BPO support for Swiss Re’s Commercial Insurance. Swiss Re is one of the world’s largest reinsurers and a CSC client since 1995.

In 2007 CSC announced that its life and annuity BPO service levels ranked higher in all categories than the industry standards reported in LOMA’s 2006 Individual Life Insurance Service Turnaround Times Survey. LOMA is a leading international association for the insurance and financial services industry.

For more than 30 years, CSC has been providing financial services-specific hosting and business process outsourcing services across the entire lending life cycle. CSC is one of the largest independent consumer finance servicers, administering more than seven million loans and related contracts.

Five of the top 10 mortgage servicers use CSC's EarlyResolution (ER) consumer lending default management Software-as-a-Service (SaaS) as a loss mitigation tool to help borrowers facing potential foreclosure keep their homes and lower collection costs associated with defaults.

### **Software Development and Systems Integration**

In 2007 CSC in India received LOMA's Excellence in Education award for the fifth time. This award acknowledges CSC's commitment to spread its life and pensions insurance domain knowledge globally.

CSC's financial services delivery operations in India have been assessed as operating at CMMI Level 5, as defined by Software Engineering Institute (SEI). This was the first CSC entity in the commercial sector to achieve this distinction.

### **Application Software**

In 2008 CSC announced that its Incentive Compensation Management (ICM) software reached a milestone, processing life insurance commissions for more than 1.5 million U.S. distributors, agents and producers.

In 2007, financial services research and advisory firm Celent LLC recognized CSC as a leading insurance software leader for sales in several categories. For life insurance policy administration, CSC led in the core processing category; for P&C systems CSC led in four categories: full policy administration, focused claims, comprehensive claims and agent portals. Since 2001, of the vendors identified as full life policy administration system leaders, CSC has signed the most agreements - more than twice its nearest competitor. For the past three years, CSC has signed the most P&C agreements of all the vendors identified as full policy administration system leaders.

Also in 2007, Celent LLC recognized the Automated Work Distributor (AWD) software offered by CSC as a business process management (BPM) market leader. Celent noted that AWD has the largest insurance industry client base worldwide of all BPM vendors it surveyed and acknowledged CSC as a leader in depth of client services for insurance BPM.

CSC's policy administration systems support more than 75 million life insurance and annuity policies in North America, including the conversion of more than eight million policies since mid-2003.

More than 700 organizations worldwide rely on CSC's P&C solutions to support growth and create new sources of business value.

More than 40,000 independent agents currently access CSC's POINT IN policy administration system through CSC's Agency Link software.

More than 500 self-insured organizations use CSC's RISKMASTER innovative software tools to better understand and manage risk. RISKMASTER supports more than 15,000 users - more than any other independent risk management software - with complete claims management, from first notice of loss to final disposition, and a flexible risk management information system.

CSC's Hogan Integrated Deposits system processes more than \$700 billion in deposit accounts for the top 100 banks in the United States.

Used by nearly 100 insurance companies around the world, CSC's GraphTalk A.I.A is Europe's foremost insurance software package, supporting all life and non-life insurance products and offering full processing of the whole contract cycle, from quotation to claims settlement.

More than half of the variable annuity policies sold in the U.S. are administered on CSC's VANTAGE-ONE system.

PerformancePlus, CSC's enterprise distribution management system, is used by more than 30 companies including many of the largest insurers in the US.

Logic Warranty System, CSC's service contract administration system, administers more automobile warranties and prepaid maintenance agreements than any other independently marketed system in North America.

Half of the world's reinsurers use CSC reinsurance solutions.

CSC's Customer Information System (CIS) is the most widely used application of its kind in the banking industry worldwide.

Colossus, CSC's comprehensive knowledge-based system for assisting bodily injury claims assessment, is used by more than 30 insurers representing 60% of all US direct-written premiums for personal auto insurance.

## About CSC

CSC is a global leader in providing technology-enabled solutions and services. CSC's advanced capabilities include systems design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting.

CSC has consistently ranked as one of the world's top global IT Services companies and has received numerous awards for achievements in business and technology. For example:

- The 2008 Software 500, #8, *Software* magazine (November 2008)
- Best Technology Solution Provider, *Reactions* magazine (October 2008)
- Outsourcing Relationship Excellence, #1, FSO Knowledge Xchange (August 2008)
- Large Business of the Year, U.S. Department of the Treasury (July 2008)
- Insurance Integrated Systems and IT Services, #1, *Vanguards in Insurance Practices* (May 2008)
- IT Outsourcing, #1, *Insurer's Choice Awards* (May 2008)
- Top 3 Worldwide Green IT Outsourcer, Brown-Wilson Group (June 2008)
- Leaders Quadrant, Magic Quadrant for Help Desk Outsourcing, Western Europe, Gartner (May 2008)
- Top 100 Federal Prime Contractors, #9, *Washington Technology* (May 2008)
- Leaders Quadrant, Magic Quadrant for Managed and Professional Network Service Providers, North America, Gartner (May 2008)
- Leaders Quadrant, Magic Quadrant for Managed and Professional Network Service Providers, Worldwide, Gartner (August 2008)
- VARBusiness 500, North America's Top Solution Providers, #4, *VARBusiness* (May 2008)
- Fortune 500 America's Largest Companies, #170 (May 2008)
- Fortune 500 Information Technology Services, #3 (May 2008)
- Forbes Global 2000, #720 (April 2008)
- Leaders Quadrant, Magic Quadrant for Desktop Outsourcing Services, North America, Gartner (February 2008)
- Leaders Quadrant, Magic Quadrant for Help Desk Outsourcing, North America, Gartner (February 2008)

- Top 10 Best Providers of Outsourced Infrastructure Services, #3, Information Age (December 7, 2007)
- Leaders, WAVES, SAP Implementation Providers, Forrester (December 2007)
- Leaders Quadrant, Magic Quadrant for Data Center Outsourcing Services, Western Europe, Gartner (November 2007)
- Top 25 Enterprise Technology Vendors in Financial Services, American Banker (November 2007)
- Strong Positive, MarketScope for Data Center Outsourcing, North America, Gartner (October 2007)
- Leaders Quadrant, Magic Quadrant for ERP Service Providers, North America, Gartner (September 2007)
- Information Week 500, Top 250 Innovators, Leading Users of Business Technology, #90, Information Week (September 2007)
- Leader, WAVES, European Remote Infrastructure Management, Forrester (August 2007)
- Top 200 Federal Contractors, #14, Government Executive, 2007 (August 2007)

CSC is headquartered in Falls Church, Virginia. For more information, visit the company's Web site at <http://www.csc.com>.

## Financial Services **Headquarters**

### Regional Headquarters

#### **Global**

200 West Cesar Chavez  
Austin, TX 78701  
+1.800.345.7672

#### **Asia**

139 Cecil Street, #06-00  
Cecil House, Singapore  
069539  
+65.6221.9095

#### **Australia**

26 Talavera Road,  
Macquarie Park  
Sydney NSW 2113  
Australia  
+61(0)2.9034.3000

#### **EMEA (Europe, Middle East and Africa)**

Royal Pavilion  
Wellesley Road  
Aldershot  
GU11 1PZ, England  
+44(0)1252.534.000

### Americas Headquarters

#### **Banking**

8616 Freeport Parkway  
Irving, Texas 75063  
+1.469.499.8000

#### **Life and Annuities**

8616 Freeport Parkway  
Irving, Texas 75063  
+1.469.499.8000

#### **Property and Casualty**

10301 Wilson Boulevard  
Blythewood, SC 29016  
+1.803.333.4000

#### **Investment Management and Securities**

200 Park Avenue  
New York, NY  
+1.212.251.6098

#### **Consulting**

One University Office Park  
29 Sawyer Road  
Waltham, MA 02453  
+1.781.890.7446