



# LIFE INSURANCE, ANNUITIES AND PENSIONS CENTER OF EXCELLENCE

AUSTIN, TEXAS, USA

DALLAS, TEXAS, USA

EAST HARTFORD,  
CONNECTICUT, USA

PARIS, FRANCE

NOIDA, INDIA

INDORE, INDIA

ALDERSHOT, UNITED  
KINGDOM

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CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

CSC's Life Insurance, Annuities and Pensions Center of Excellence delivers an extensive array of business and technology solutions to life insurers and providers of annuities and pensions globally. The Center supports a unique blend of deep industry knowledge, insurance process and IT expertise, intellectual property and robust insurance process outsourcing capabilities. Those capabilities are brought together to create solutions that deliver breakthrough business results to over 75 percent of the world's top insurers.

The Center offers the world's leading portfolio of software to manage product and policy, and is used by more than 300 insurers across the Americas, Europe and Asia. The portfolio includes complete administration systems, as well as individual components for specific business purposes such as distribution management and product development. The Center's application software works either independently or as components inside a client's existing application portfolio. The Center's Indore and Noida, India development hubs have been assessed at Capability Maturity Model (CMMi) Level 5, the Software Engineering Institute's highest rating.

The Center is the life insurance, annuity and pension industry's largest business process outsourcing provider for administration of individual life insurance, annuity and pension policies. By combining the latest technology with a global sourcing model and large-scale insurance and technology competence, the Center is able to achieve previously unattainable levels of business efficiency and customer service.

## CAPABILITIES

### Insurance Application Software

- Vantage ONE, Wealth Management Accelerator and Cyberlife
- GraphTalk AIA
- Integral Global Insurance Suite
- LiFE and LIFE/Asia
- VP/MS and Product Accelerator
- Performance Plus
- nbAcceleratpr and csAccelerator
- SICS/nt Life

### Business Process Outsourcing

- More than 3.8 million policies under management worldwide
- More than 800 CSC staff in six processing centers worldwide
- Outsourcing support for more than \$3.0 Billion In-Force Premium



## SERVICE OFFERINGS

- Application Development, Maintenance and Enhancements
- Production Support
- Release Upgrades
- Conversions
- Testing
- Product Development
- Enterprise Roadmaps

## KEY FEATURES OF THE CENTER

- One-stop shop for insurance outsourcing and technology needs
- Highly competitive pricing achieved through scale, technology and global sourcing
- Industry-leading development, implementation and deployment methods to deliver at lower risk
- Fully global staff base consisting of staff recruited from the insurance industry rather than just the technology industry
- Hundreds of life and pension customers around the world with extensive references in every solution area
- Extensive portfolio of proven software able to adapt to every insurance environment

## RESOURCES

More than 3,500 industry experts worldwide provide strategy consulting, systems integration, system conversion and implementation services. The Center offers a comprehensive portfolio of function-rich software, business process outsourcing services, policy block conversion services and IT outsourcing solutions. The Center's staff supports global delivery with common processes and a highly skilled, multi-lingual workforce.