



PROPERTY AND CASUALTY (GENERAL) INSURANCE CENTER OF EXCELLENCE

AUSTIN, TEXAS, USA

BLYTHEWOOD,
SOUTH CAROLINA,
USA

OVERLAND PARK,
KANSAS, USA

PHILADELPHIA,
PENNSYLVANIA,
USA

SARASOTA,
FLORIDA, USA

SOUTHFIELD,
MICHIGAN, USA

ALDERSHOT, UK

NOIDA, INDIA

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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 Property and Casualty (General) Insurance Center of Excellence offers a full array of business and technology solutions designed to support the rapidly changing property and casualty (P&C) insurance industry globally. The Center draws on a unique blend of industry knowledge, business process and IT expertise, intellectual property and robust operational capabilities to craft solutions that deliver breakthrough business results.

CAPABILITIES

Insurance Application Software — The Center's application software provides a complete suite of P&C insurance solutions that are built with open architecture and utilize industry standards such as ACORD. With over 30 years in the business of developing P&C insurance software, CSC has the industry's most comprehensive suite of solutions, offering more functionality for end-to-end processing for all lines of business than anyone else. CSC invests over 600,000 hours in research and development of our products annually. Our customer community consists of over 700 companies that provide governance and actively contribute to the enhancement of the solutions through user groups and innovation community projects. The CSC Quality Office tests all software prior to release for performance, scalability and usability. With the introduction of Continuous Delivery releases, combined with CSC's SOA architecture, processes and development methodologies, CSC's suite of P&C solutions offers long-term value to carriers and assists them with transforming their business.

Business Process and IT Outsourcing — With over two million policies under management worldwide, the Center is the P&C and general insurance industry's largest outsourcing provider, offering a broad spectrum of P&C insurance business processing, hosting and application management services. The P&C Business Process Outsourcing center services the administration of new and renewal P&C policies, from application to billing and payment processing to first notice of loss. The Center also provides IT outsourcing services, enabling increased speed to market plus the advantage of proven and shared infrastructure, allowing clients to focus on core competencies. CSC staff in four outsourcing centers worldwide provides support to more than 60 clients in over 40 lines of business including personal, commercial, specialty, workers' compensation, flood and assigned risk insurance.

Over 2,500 industry experts in 16 locations worldwide provide strategy consulting, systems integration, systems conversion and implementation services; a comprehensive portfolio of function-rich software; and business process outsourcing and IT outsourcing solutions. The Center's spectrum of industry-leading products and services enables clients to modernize business processes while optimizing existing investments in people and technology.



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The Center's experts boast over 10 years of experience each, on average, giving the Center unmatched P&C experience in the industry. Best practices and continuous improvement are cornerstones in the implementation and support of P&C customers. With over 20 certified Project Manager Professionals, 23 team members dedicated to Delivery Assurance, two Six Sigma Black Belts and more than 30 Six Sigma Green Belts, the Center continues its investment in project management best practices and Six Sigma improvements.

CSC has unparalleled relationships with a diverse range of clients, including top 20 insurers, mid-tier and small P&C insurers, specialty carriers, virtual companies, managing general agents, claims Third Party Administrators and self-insureds. These relationships are kept vibrant by active client communities and user groups, plus an advisory council that provides input to the Center on strategy and allocation of investments, reviews upcoming releases, identifies customer issues and defines enhancements to CSC's application software. These strong customer relationships keep the Center at the forefront of software development and service delivery.

INNOVATION LABS

The P&C (General) Center of Excellence has three Innovation Labs, where customers and CSC can test, evaluate and identify improvements for current solutions.

- **Customer Test Lab.** All current products are available for customers or prospects to access and test-drive. Want to get your users in front of the system to see how it works? Access can be from a CSC office or the customer's location.
- **Performance Test Lab.** From running a one million policy test to evaluating how to reduce screen response time, CSC team members and customers set up and simulate real-world scenarios to see what could happen before the scenario impacts production systems.
- **Usability Lab.** Customers can use the P&C usability lab to test and monitor user reactions to the design and deployment of their P&C systems, resolving potential issues before they reach the field.

The P&C customer community is an active force in guiding the direction of CSC's P&C solutions. In 2009, the Center's customers invested over 5,000 days participating in networking groups, advisory councils and related activities. With the introduction of WikonnecT, a CSC Chairman's Award winner, the P&C community has expanded into 24/7 social networking that enables collaboration between CSC and our customers globally.