LIFE AND ANNUITY SOLUTIONS

REACH FOR NEW HEIGHTS IN PERFORMANCE AND FLEXIBILITY
INCREASE YOUR AGILITY IN THE MARKET
Changes in the life and annuity market can either help or hurt your business. How quickly can your company respond? Who’s more flexible — you or your competition?

Whether you’re taking your first steps toward reinventing processes or making bold moves with a new product, CSC can help you reach your goals and reduce the risk associated with change.

No other company brings you more experience in designing and managing life and annuity processes, applications and IT infrastructures. With a 35-year heritage in insurance, CSC supports nearly 300 life and annuity companies worldwide through proven technology and operations consulting, time-tested insurance software, and industry-leading business process and IT outsourcing.

CSC has helped hundreds of insurers improve the performance and flexibility of their organizations. Let us provide the end-to-end support you need to sustain your value today, while creating new innovations that will position you for the future.
CSC understands the complex challenges facing life and annuity companies. We put our solutions and services to the test every day, managing millions of policies and billions of dollars in premiums in our own business process and IT outsourcing service centers.

Deep industry insight gives CSC a solid foundation for working with insurance companies. We consider all perspectives — from your executive management to support staff — to rapidly develop customized solutions. CSC can help you achieve growth and efficiency objectives based on your unique business strategies and timeframes.

CSC’s software, outsourcing and consulting services support the entire life and annuity enterprise, giving carriers a solid platform for growth.
Let CSC help you develop a customized roadmap that will define a clear plan of action. First, we’ll work with you to clarify your strategic goals and objectives — both business and technical — and then we’ll use those goals to drive change.

Like many carriers, you might assume that transforming your IT environment involves complete system replacement. That’s not necessarily true. The best strategy might be surrounding your current systems with new technology. Customer service issues may be best solved through process improvements or organizational changes. Outsourcing — or a combination of strategies — may be the best solution for addressing your challenges across the entire enterprise.

CSC can provide the experienced resources and world-class tools to help you quickly realize results. We work with alliance partners and other vendors — not just our own software and staff — to develop best-of-breed solutions tailored to your specific needs.

NORTH AMERICAN INSURER CONSOLIDATES SYSTEMS, DOUBLES IN SIZE

A leading North American life insurer’s growth plan focused on new product introduction and strategic acquisition, but the company lacked the IT resources to support this new strategy.

CSC helped the company introduce a new line of variable annuities and roll out self-service fund management over the Web. CSC also supported more than 2,500 back-office employees with an advanced work management system and converted more than 6 million records. With new systems in place, the insurer acquired a major rival, more than doubling its size to become a top-five U.S. carrier.

The carrier involved CSC in the acquisition process early on, planning the transition of large blocks of policies. CSC was already servicing one of the acquired blocks through BPO. Together, the insurer and CSC developed a systems consolidation plan, forming a project team made up of 65 percent offshore resources, cutting staffing costs by 50 percent.
APPLICATION SOFTWARE

- Support all life and annuity products with the industry’s most function-rich software.
- Improve speed to market, increase productivity and lower operating costs with flexible components.
- Integrate applications within a standardized reference architecture.
- Gain breakthrough results with revamped processes and technologies.

Why CSC?
- Market-leading applications, supporting 80 million life and annuity products at the nation’s largest carriers
- Innovative software developed collaboratively with an active users’ community
- Industrial-strength systems proven in CSC’s business process outsourcing operations

Solutions for:
- Product Development
- Work Management
- Risk Management and Business Analytics
- Litigation Management
- New Business and Underwriting
- Customer Service
- Policy Administration
- Claims
- Compensation

APPLICATION OUTSOURCING AND SERVICES

- Optimize applications, reduce maintenance costs and gain new capacity.
- Respond quickly to market changes with increased flexibility and scale.
- Modernize legacy applications.
- Accelerate critical development projects with experienced global resources.
- Consolidate systems to support growth.

Why CSC?
- Hundreds of successful conversions using established methodologies, tools and insurance metrics
- Mature global sourcing model providing lower costs and higher quality results
- On-time, on-budget delivery
- Insight gained from managing hundreds of client systems, as well as CSC’s own technology
- Platform-neutral position

Solutions for:
- Implementations and Upgrades
- Conversions and Consolidations
- Development, Maintenance and Enhancements
- Testing and Quality Assurance
- User and Production Support
- Managed Hosting
- Performance Engineering and Optimization
BUSINESS PROCESS OUTSOURCING

• Shift fixed costs to variable costs.
• Gain on-demand access to skilled global resources, leading systems and innovative processes.
• Launch new products, diversify product lines and harvest value from closed blocks of business.
• Meet exacting service levels.
• Free up management to focus on increasing market share.

Why CSC?
• Millions of policies and billions of premium dollars under administration
• Best practice-based BPO operations that surpass industry averages
• Globally integrated operations staffed with insurance-savvy IT and business professionals

Solutions for:
• Active and Closed Block Administration
• New Product Launches and Start-Ups
• Single Function BPO
• Staff Augmentation

INFRASTRUCTURE OUTSOURCING AND SERVICES

• Modernize your IT environment with on-demand access to secure, scalable computing.
• Easily support mainframe, midrange, network, desktop and data center operations.
• Improve speed and flexibility with unlimited capacity and skilled global resources.
• Reduce infrastructure support costs by eliminating overcapacity.
• Meet service level commitments to internal customers.

Why CSC?
• Trusted by demanding organizations, including the U.S. Department of Defense, U.S. intelligence community and Global 2000 corporations
• Global vendor agreements that provide economies of scale while still allowing vendor-neutral choices
• SAS70 Type II data centers backed by ITIL best practices
• Compliance with ISO, SEI-CMM and Lean/Six Sigma standards for quality and process improvement

Solutions for:
• Desktop Virtualization
• Network Management
• Data Center Operations
• Voice and Communications
• Disaster Recovery
• Help Desk Services
• Security Services

BUSINESS AND TECHNICAL CONSULTING

• Gain actionable insights on service, quality, capacity and predictive outcomes.
• Optimize system performance to support effective decision-making.
• Increase profitability, ensure compliance and improve competitive advantage.
• Revamp business processes and supporting technologies.
• Lower the total cost of system ownership and reduce risks.

Why CSC?
• Process-focused approach linking technological, organizational and cultural change
• Deep expertise as a major processor of life insurance contracts
• Alliances with leading business intelligence and ERP vendors
• Proven reference architecture that unifies software components

Solutions for:
• Enterprise Roadmap
• Customer and Business Performance Intelligence
• Enterprise Resource Planning (ERP)
• IT and Business Alignment
• Performance Engineering
• Application and Infrastructure Modernization
With CSC, you’ll gain access to highly skilled insurance professionals, leading-edge software and proven methodologies that support your business objectives. We’re the world’s leading provider of both software and business process outsourcing (BPO) services to the insurance industry, and we can transfer our knowledge and best practices to you.

Our technology experts around the world collaborate with clients and standards-setting organizations such as ACORD on the best approach for defining business services, developing applications and creating technology environments. We also use SEI CMM-accredited and Six Sigma disciplines to identify root causes of problems and eliminate defects.

As a result, our world-class reference architecture can help you replace outdated software in a smart, stepwise strategy. You’ll extend the lives of your legacy systems, enhance your capabilities and gain the flexibility you need to support growth.
As a member of CSC’s client community, you’ll have a voice in the development and enhancement of CSC’s solutions. CSC’s client community helps foster innovation through a wide range of forums — including the Executive Roundtable, Client Advisory Board and CSC’s Life & Annuity Users’ Forum, attended annually by more than 400 clients. No other vendor has such a large — and active — client community.

Many of our client relationships span more than three decades. We use this real-world experience in solving insurers’ problems to add both flexibility and dependability to our products and services.

Trust CSC to deliver that same innovation to you.

LEADING MUTUAL COMPANY STREAMLINES NEW BUSINESS

Following a major acquisition that greatly expanded the size of its operations, a leading life insurer was still operating as two separate brands and was not achieving anticipated economies of scale. Productivity was hampered by nine policy administration systems as well as redundant systems for compensation, illustration and reporting.

The insurer asked CSC to develop a plan to consolidate policy admin systems and externalize key functions such as product configuration. The plan involved transitioning policies for more than 12 million clients onto CSC’s policy admin software. The company opted to leverage CSC’s offshore application maintenance team in India to lower costs.

The insurer adopted CSC’s software for automating the new business process and managing calculations and business rules. Policy processing, customer service and product development are now supported by a unified platform. Productivity is expected to improve by 25 percent.
LIFE INSURER POSITIONED FOR FUTURE WITH INNOVATIVE PRODUCTS

A Midwest-based U.S. life insurer had grown through acquisition but faced a variety of obstacles in its efforts to merge its policy processing operations into a single shared service.

When the company sought ways to upgrade its systems, it looked to CSC. CSC had provided a variety of software products to the company for over 30 years and had helped the insurer transform key functions of its enterprise — customer service, new business processing, incentive compensation management and claims. The carrier asked CSC to help launch an innovative indexed universal life product that now accounts for over 20 percent of new sales.

The insurer also worked with CSC to convert four large blocks of policies onto one system. CSC led the first two conversions while training the insurer’s conversion team on organizational strategies, tools and methodologies. The company’s team then led the third conversion and ran the fourth on its own, leaving this insurer well-positioned to support future acquisitions and large volumes of new business.
STAY IN TUNE WITH THE MARKET

When you’re competing on the world stage, experience counts. Trust CSC to deliver the right blend of business and technology solutions.

- Largest provider of life and pension solutions in the world
- A global leader in leveraging IT to develop business solutions and services
- 80 million policies processed by more than 300 clients in over 40 countries
- 20+ million contracts converted to CSC’s administrative systems
- The leading BPO provider to the life and annuity industry, with service centers in the United States, India and South Africa
- An N.Y.S.E., Fortune 200 and Fortune “Most Admired Company”
- 50-year heritage in IT

For more information about CSC’s software and services for life insurance and annuity companies, call 800.345.7672 or send an e-mail to inforequests@csc.com.
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ABOUT CSC
The mission of CSC is to be a global leader in providing technology enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client’s unique requirements.

For more than 45 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC.”

ABOUT CSC IN FINANCIAL SERVICES
CSC provides mission-critical business solutions, consulting and outsourcing services to leading financial services firms around the world.

We bring more choices to the industry. We help clients plan for business and technology change. We create software, tools and processes to address specific business needs, and we continually enhance those solutions by collaborating with an extensive network of client communities and technology partners.

Our global outsourcing operations give us real-world insight into business and IT processes that deliver the best results for our clients. More than 1,200 major banks, insurers, and investment management and securities firms rely on the experience, ingenuity and leadership of more than 10,000 CSC employees focused on financial services.

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