

CSC

CONVERSIONEDGE

BENEFITS

Convert Policies and Simplify Systems

Improve Market Agility

Ensure a Seamless Transition

Choose from End-to-End or à-la-Carte Services and Tools

Rely on CSC's Tools and Processes

Create a More Agile Organization

Insurers can achieve remarkable growth by acquiring other carriers or strategic blocks of business. However, the essential next step, systems consolidation, carries with it an intimidation factor that keeps many companies from experiencing the full benefit of a smart acquisition. The reality is that maintaining multiple disparate systems in a redundant IT environment not only wastes time and money, but also hinders your agility in the market.

To stay competitive and cut costs, you need to convert to a single platform. It will untangle your technology investments and clear the path to many valuable benefits:

- Reduce overall maintenance and training costs
- Simplify systems and free up resources
- Improve customer service
- Speed response to the marketplace
- Standardize business processes
- Improve data quality.

Get the Edge with Expertise and Automated Tools

System conversions are nothing to fear. But they are highly complex, and they can eat away at your resources. They require experience, a sound methodology and advanced conversion tools.

CSC's global ConversionEdgeSM services and tools help insurers move large blocks of business to new systems. Our multi-disciplinary conversion teams in the United States, South Africa and India use automated toolsets, standard templates and proven conversion methodologies to significantly reduce conversion time and costs.

More than 300 CSC employees are dedicated to insurance system conversions. Each engagement is staffed by a full team of CSC program managers, actuaries, model office experts and global processing support staff, as well as programmers and business analysts with experience in all aspects of conversion activities. We work hand-in-hand with you to develop your conversion plan and meet your requirements within your timeframes.

Take an End-to-End, Repeatable Approach

Our four-step ConversionEdge methodology ensures seamless integration and complete project success.



Step 1: Due Diligence — Begin with a high-level due diligence study to help with your planning process. During a one- to three-day onsite evaluation, we meet with your managers and executives to determine the administrative and system components of the conversion or potential acquisition.

During this phase, the ConversionEdge team uses a set of questionnaires to assist with planning and estimating the size of the conversion. This information also aids in outlining your particular conversion approach. Using the data gathered, CSC's conversion team typically estimates a conversion within a range of 10 percent, plus or minus. This estimate can be used for budget planning or in acquisition models.

Step 2: Planning and Project Management — Validate and build upon the initial due diligence findings with a detailed onsite study of your business requirements. We interview key personnel and create a project study and project plan based on our proprietary templates.

The project study details how the conversion will be accomplished. The project plan defines all timelines, resources and costs. It also allows the project manager to track the project as it progresses, and to produce various management reports related to project scheduling and cost.

Throughout the conversion process, we follow CSC's CatalystSM project management methodology to ensure your project is a success.

Step 3: Conversion and Transition — Use the seamless ConversionEdge process for converting data from major insurance systems. We use tools that pull data off of these systems, populate CSC's conversion format, perform a quality check on the extracted data, and then rebuild those records on your new system using the issue process of the target system to ensure a high level of quality early in the process.

Once the new system is populated with the appropriate data, we perform extensive testing and auditing with:

- Standard model office test scripts that can be modified when necessary
- Model office testing using automated tools and predefined scripts
- A suite of more than 25 balancing and reconciliation queries/reports, with additional data available for clients to design their own queries and reports

- Predefined production readiness criteria that details expected results for many source systems
- Detailed task tracking for the production weekend, encompassing all work streams for conversion with interdependencies
- A comprehensive conversion checklist for production turnover including policy count reconciliation by status, outstanding errors for post-conversion cleanup, suspend list, balancing report signoffs and policy notepads.

Step 4: Production — Validate the conversion results and create production-ready files to migrate to the production environment.

Once the converted data is in production, post-conversion support ensures converted policies are processing accurately. We address problems or issues and facilitate administrative transition. We also monitor output immediately after conversion by tracking volumes with a post-conversion matrix.

Upon completion, the ConversionEdge team drafts a final definition of the project deliverables and files it on disc for you with the major project artifacts created during the conversion. The documentation file is a valuable tool for internal or external audits. Our conversion process has passed audits from major auditing firms and state regulators.

Choose From Time-Tested, Flexible Options

CSC's ConversionEdge practice helps you free up resources to focus on core competencies and critical projects. Whether you elect to have CSC complete the entire conversion, or you'd rather tackle certain aspects on your own, you'll find that ConversionEdge services and tools deliver remarkable results.

The ConversionEdge approach is based on CSC's hands-on experience with many of the largest systems in use today. We deliver predictable results using time-tested conversion programs, tools, balancing and auditing procedures, and repeatable processes. If your policy admin systems aren't adding value to your company, now is the time to simplify.

To learn more about CSC's ConversionEdge services and tools, call 800.345.7672 or send an e-mail to inforequests@csc.com

