



Property and Casualty (General) Insurance

A CSC CENTER OF EXCELLENCE

Blythewood, South Carolina, USA

Austin, Texas, USA

Southfield, Michigan, USA

Philadelphia, Pennsylvania, USA

Sarasota, Florida, USA

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CSC's Centers of Excellence enable exploration and testing of state-of-the-art solutions with minimum up-front investment and maximum innovation and results. Each Center has specialized staff who work from a dedicated facility equipped with a laboratory for demonstrating and delivering client solutions and evaluating and testing 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.

Over 2,000 industry experts in 12 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.

The Center's experts boast an average of over 10 years of experience each, giving the Center unmatched P&C experience in the industry.

Products and Services

- **Insurance Application Software.** The Center's application software works independently as components inside the CSC e4 enterprise architecture and as fully integrated systems to extend, enhance and evolve clients' legacy systems. The Center's Indore, India development hub recently achieved Capability Maturity Model (CMM) Level 5, the Software Engineering Institute's highest rating.
- **Business Process Outsourcing.** With over one million policies under management worldwide, the Center is the P&C and general insurance industry's largest business process outsourcing provider for administration of new and renewal P&C policies from application through first notice of loss. CSC staff in three processing centers worldwide provides outsourcing support to more than 60 clients across 13 lines of business. The Center also provides IT outsourcing services, enabling increased speed to market and the advantage of proven and shared infrastructure, allowing clients to focus on core competencies.

Best practices and continuous improvement are cornerstones in the implementation and support of P&C customers. With over 10 certified Project Manager Professionals and more than 20 Six Sigma Green Belts, the P&C Center continues its investment in project management best practices and Six Sigma improvements.

With over 30 years of experience in the P&C and general insurance industry, CSC has unparalleled relationships with a diverse range of clients, including industry leaders, mid-tier and small P&C and general insurers, virtual companies, managing general agents, 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.



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Center Labs

Through the Center's three labs, 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 and resolve possible 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 2004, the Center's customers invested over 3,000 days participating in user groups, advisory councils and related activities.