

CSC

# OUTSOURCE YOUR FLOOD BUSINESS TO THE INDUSTRY LEADER

## AT A GLANCE

- Use Technology Designed Specifically for Flood Programs
- Reduce Risk with Proven Transition Plans
- Convert Data Quickly and Reliably
- Rely on an Experienced Team of Flood Experts

### Support Your Complete Flood Program

CSC provides a wide array of services to the flood insurance industry, from offering its premier flood insurance processing application, FloodConnect, as a hosted application, to providing complete insurance business processing that includes application capture, rating and quoting, policy issuance and management, billing, and claims administration. FloodConnect also facilitates supporting services such as records management, quality assurance, training and customer service.

### Rely on Technology Designed Specifically for Flood

To bring FloodConnect to market, CSC partnered with a large insurance carrier to develop the system requirements and design and construct the application.

It has since evolved into a full-featured, function-rich flood insurance management system that uses the latest Oracle technologies and is a Microsoft .NET-connected application. The system features a secure, Web-based user interface for processing agent requests and a client/server solution used by home office personnel for processing flood business.

The U.S. government's General Accounting Office (GAO), in its review of CSC's Flood services, found FloodConnect to be technologically superior to the competition, providing ease of use and the ability to readily incorporate new technologies as they become available. The GAO specifically focused on the reusable components of the system and the complete integration of all modules, including claims and accounting, and it also included favorable remarks on the system's ability to access real-time, online reports and information.

FloodConnect functional highlights include:

- Rating engine for all flood insurance policy types
- Electronic application submission
- Policy administration
- Claims examination and management
- Fully integrated financial and accounting systems
- Extensive management and agency reporting
- Statistical and financial reporting
- Online document imaging
- Built-in workflow
- Automatic flood zone determination
- Address scrubbing and standardization.

FloodConnect runs on top of a Web server farm and database computing grid that provides a fault-tolerant, scalable, highly available set of services for our customers.



FloodConnect leverages the following supporting technologies:

- Oracle 10g for the database grid
- The Microsoft .NET Framework and Windows server farms to service Web requests
- F5 BigIP load-balanced servers for arbitrating and assigning incoming Web requests
- Citrix technology for distributing client/server application components
- EMC CLARiiON CX500 Storage Area Network for housing all data
- High-speed Internet connectivity
- Warm-site disaster recovery technology.

### **Reduce Risk with Our Proven Experience**

Deciding whether or not to change flood service providers often comes down to weighing the positives against the negatives of making a change. Concerns range from data conversion to the potential impact on all aspects of your business, including your agents and sales teams. At CSC, our experience in managing successful WYO transitions allows us to mitigate risks while offering a wealth of advantages.

CSC provides a dedicated transition team to help make your transition a smooth one. You will receive a detailed transition manual, which includes a customized project plan.

Because data conversion is such a critical aspect, CSC's transition team includes conversion specialists. These team members are experienced in all areas of the transition process, but are specifically tasked with data conversion validation. The data conversion process itself is a series of proven procedures that include initial data conversion, quality assurance testing, regression testing, data analysis, and client analysis within our User Acceptance Testing (UAT) environment.

### **Bring Your People Up to Speed Quickly and Efficiently**

World-class training and communication throughout your transition are the cornerstones of CSC's transition philosophy. Our experienced training team will educate all levels of users. Training could include Web demonstrations, online PowerPoint quick guides, and in-person, instructor-led training. Based on your specific situation, our ongoing training includes FloodConnect system training, FEMA-required flood insurance continuing education, and customized customer-driven training. To keep everyone, including your agents and representatives, in the loop during the transition, CSC maintains a high level of communication — from a detailed explanation of your project schedule to communicating post-production system enhancements.

### **Put Your Business in the Hands of Experts**

WYOs contemplating a vendor change often ask, "Do you have the staff to support my book of business?" Our ability to scale staff and infrastructure based on your needs is globally recognized. Our operations have been certified to the highest standard — People Capability Maturity Model (PCMM) Level 5 certification.

While CSC's abilities and processes for scaling staff and infrastructure are critical, so too is the quality of people we hire. We hire people with experience in the flood industry. That's why we opened an office in Germantown, Maryland, an area with a high concentration of flood-industry professionals in and around Washington, D.C., the home of FEMA headquarters.

### **Experience the Benefits of a Time-Tested Program**

Advantages of moving to the FloodConnect system and our dedicated Flood Services include:

#### ***Service***

- Companywide focus on customer satisfaction
- Commitment to your business model and plans
- Complete support for your agents and representatives
- Commitment to training and communication

#### ***Technology Focus***

- Web-based technology, designed for flood
- Relational database — changes implemented in days, not weeks or months
- 100 percent electronic claim processing
- Customized portal

#### ***Industry Experience***

- A safe, time-tested transition process
- Support from CSC's P&C Insurance Services Global Center of Excellence
- Strong relationships with FEMA and key players within the program

#### ***Stability***

- Leadership in global technology — Fortune 200 company in business for 50 years
- Financially strong position (reported \$16 billion for the 12 months ending October 2, 2009)
- Diversified client portfolio

**Find out more about FloodConnect and CSC's proven Flood Services. For more information, call 800.345.7672 or send an e-mail to [inforequests@csc.com](mailto:inforequests@csc.com).**

