

PROPERTY & CASUALTY BUSINESS PROCESS OUTSOURCING



AT A GLANCE

Support Growth Initiatives

Shorten Time to Market

Improve Service to Agents
and Policyholders

Focus on Your Core Business

Convert Fixed Costs into
Variable Costs

Support Growth Initiatives and Modernization

CSC, one of the world's leading providers of insurance outsourcing services, understands the need to seize growth opportunities quickly and introduce new products and technology.

More than 5,000 full-time CSC employees are dedicated to delivering outsourcing services to nearly 150 life and property and casualty insurance companies. CSC supports these companies with the most advanced insurance software on the market and a globally connected network of outsourcing centers.

CSC's property and casualty business process and IT outsourcing services are built on more than 30 years of experience. CSC's seasoned professionals, automated processes and proven insurance systems support more than:

- 60 P&C insurance companies
- \$5.3 billion in direct written premium
- 3.4 million policies
- Personal, commercial and specialty products throughout the United States.

P&C Insurance Focus from the Outsourcing Leader

CSC's existing infrastructure, scalability and staff's years of insurance expertise can get a carrier to market quickly and provide the resources to allow them to grow and focus on their core business of launching new insurance products, managing underwriting risk and seeking new business opportunities.

With almost \$3 billion in direct written premium in CSC's property and casualty BPO operations, CSC manages more policies than any other outsourcing provider, and supports more than 30,000 agents.

Insurers rely on CSC's business process outsourcing (BPO) services to manage the full range of back-office operations, including policy administration, customer service, billing and payment services and compliance support.

CSC draws from highly skilled resources at its two primary P&C BPO service centers in Blythewood, South Carolina, and Sarasota, Florida, as well as support services in India and a global data center infrastructure, to give insurers the right blend of insurance and technical expertise. CSC's BPO employees have an average tenure of more than 10 years, many with 20 years of project management experience.



More than a third of CSC's employees hold insurance designations. CSC continually invests in employee training and fine-tunes processes by applying Six Sigma principles.

A Full Range of Outsourcing Services

CSC supports our clients with POINT IN, the most advanced end-to-end insurance administration software on the market and the leading agency web portal, Agency Link. CSC's systems and services enable insurers to:

- Leverage a proven platform, processes and insurance expertise
- Introduce best practices in project management process methodology
- Go to market quickly while minimizing risk
- Access state-of-the-art data center technology with SAS 70 certification.

CSC provides a full range of services that P&C companies can tailor to their unique business strategies. Insurers can outsource only IT and application management, or they can rely on CSC to set up and operate a virtual insurance company with CSC providing full back-office services. Many insurers choose to implement their own blend of outsourcing services.

P&C insurers tailor CSC's BPO services to meet their business objectives:

- Starting a new company
- Entering a new market
- Introducing a new product
- Consolidating systems through mergers and acquisitions.

Discover new ways to support your company's growth agenda and quickly introduce new products and technology. Find out how CSC's BPO services can provide a low-risk approach to transforming your operations and improving your bottom line.

For more information about CSC's BPO services for property and casualty companies, call 800.345.7672 or send an e-mail to inforequests@csc.com.

Insurers Get Results with CSC's BPO Services

- New workers' compensation program launched in 50 states in 120 days
- Operational efficiency increased by 30 percent
- Written premium doubled with national expansion
- New CPP program introduced in more than 30 states within 12 months
- More than 80,000 Florida residential property policies assumed in 45 days

Industry Leading Policy, Billing and Claims Administration Systems

Agent Self Service

- Policy, billing and claims inquiry
- Quote, rate, bind, issue
- Underwriting at point of sale
- First Notice of Loss
- Interface with agency systems
- Electronic document distribution

Billing and Payment Services

Customer Service

- Call Center
- Underwriting and Underwriting Support
- First Notice of Loss

Back Office

- Data Entry
- Imaging
- Print and Distribution
- Rate, Rule and Form Compliance
- Bureau Reporting
- Premium Audit Processing
- Accounting Services
- 3rd Party Integration

IT and Application Management

- Infrastructure and Hosting
- Application Management
- Performance Management
- Network Management
- Security Management
- Service Levels
- Account Governance
- Project Management

