

CSC

VENDOR SOLUTIONS SUITE

AT A GLANCE

- Use Valuable Metrics to Manage and Control Vendor Relationships
- Reduce Service Costs of Both Vendors and Assigning Companies
- Improve Workflow Efficiency
- Increase Partner Compliance
- Encourage Uniform Use of Preferred Vendors
- Remove the Guesswork for Your Claim Staff

Better Manage Your Outside Vendors

By delivering powerful metrics on vendor performance and costs, CSC's Vendor Solutions Suite helps you reduce expenses and improve operating excellence.

How many work assignments did you make to outside vendors last year? Which partners performed better than others? Not sure? Vendor Solutions Suite will help you get a better handle on your service relationships.

Vendor Solutions Suite is designed for organizations that make frequent work assignments to service partners or manage networks of preferred partners.

Realize Fast Return on Investment

The use of external service partners grows each year as insurance and claims executives seek innovative ways to:

- Reduce operating expenses
- Address increasing file loads
- Close files faster
- Improve service partner relationships.

External partner costs account for a significant portion of overall operating expenses. Yet service partner management remains a non-optimized area for most companies.

Executives are challenged by a lack of metrics and management information, inadequate performance management tools and inefficient processes. But with its streamlined processes and measurement tools, Vendor Solutions Suite helps you reduce costs immediately and realize a quick return on investment.

Be Up and Running in Minutes

Vendor Solutions Suite requires no hardware or software purchase.

The system features an intuitive interface, which means front-line users are up and running in a timely fashion. And since only minimal training is needed, users are more efficient right away, quickly freeing up time and resources.



Streamline Processes to Improve Quality

Vendor Solutions Suite not only helps you monitor expenses, but it also helps you monitor the quality of work done by outside partners. This quality has a direct bearing on the highest percentage of an insurer's overall cost — the claims payment itself.

Vendor Solutions Suite delivers:

- Quality, cost and performance data across all service partners and all service categories
- Powerful metrics and information about service partner utilization and trends
- Efficient, consistent processes for working with all external service partners
- A single platform that unifies the work done by sourcing teams and the assignments made in the field.

Vendor Solutions Suite was created for companies that:

- Understand the limitations of Tax ID Number (TIN) accounting reports as a means to analyze their service partner environment
- Rely on service providers for utilization, quality and cost indicators
- Want to help their staff deal with higher file loads, by improving inconsistent, inefficient methods for working with service partners.

Make the Most of Partner Relationships

Take an innovative approach to improving quality while controlling costs. Increase the benefits of working with outside vendors — with CSC's Vendor Solutions Suite.

For more information about Vendor Solutions Suite, call 800.345.7672 or send an e-mail to inforequests@csc.com.

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.

