

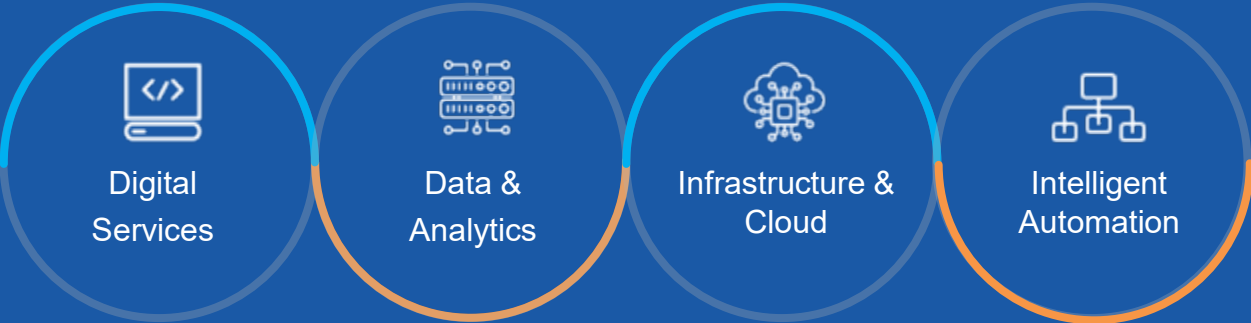
Insurance Services



COFORGE AT A GLANCE



KEY SERVICES



STRONG VERTICAL FOCUS



AWARDS



Recognized as Industry Associate



Positioned as "Innovator" in Digital Transformation Services NEAT



Leader among midsize agile software development service providers

INSURANCE



HIGHLIGHT IN NUMBERS



SUB-VERTICAL FOCUS



Life



Annuities



Personal



Specialty



Retirement



Supplemental Health



Commercial



Re-Insurance

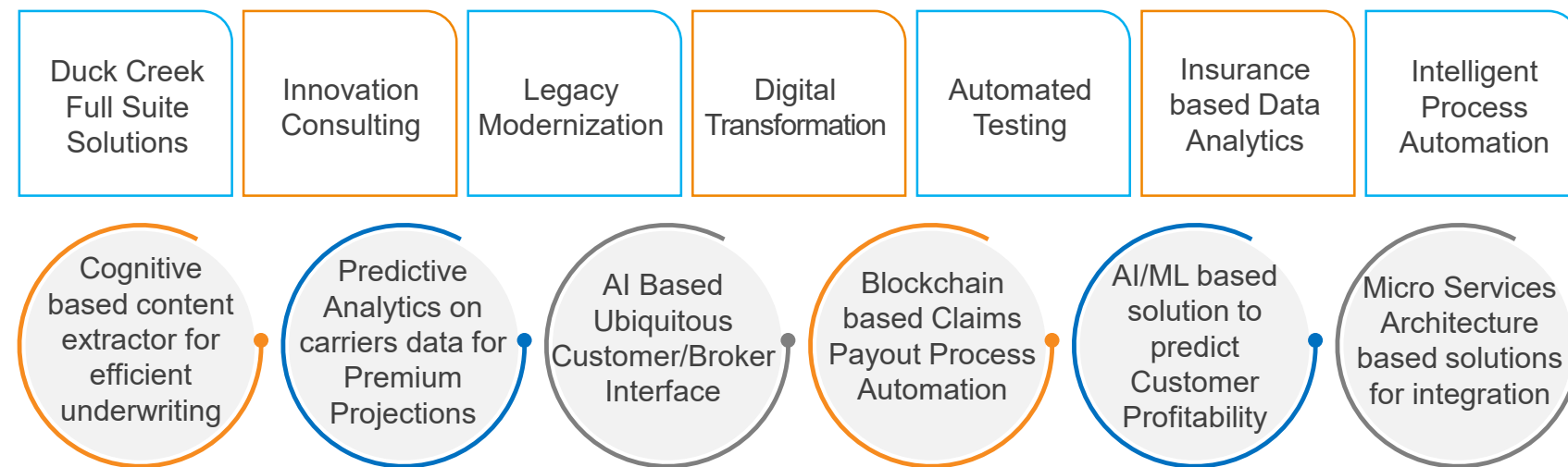
25+ years of experience in driving core modernisation and transformation with our strategic solution partners

Segment and Competitive Standing – Recognized player servicing mid sized carrier in North America and UK

ABCD Experience – Agent, Broker, Customer and Distributor Experience



SOME OF OUR SOLUTIONS



AWARDS



Star Performer among major contenders in Insurance PEAK Matrix (2018)



Awarded Excellence in Education for 3 years in a row



Major Contender on Duck Creek Service in Insurance PEAK Matrix (2018)

Our Domain Experience in P&C Insurance Value Chain

Offerings

Duck Creek implementation – Product / LOB / State Rollout
Platform Version Upgrade implementation
Duck Creek Managed Service Model
Cost optimized On-Off Model
Data Warehousing Implementation
Innovation Consulting
Automated Testing
Domain Consulting

Products Supported

Home Owners, Renters
Personal & Commercial Auto
Fire, Flood, Crime
Business Owners
Workers Compensation
Travel, Marine
Re-Insurance
Specialty
Liability



Re-Insurance



Specialty

Accelerators

Self-service portal
Predictive Analytics solutions
DCT QA Service – Automate Plus
Ubiquitous Customer Interface
Agent & Customer Profitability
AI based Data Ingestion
Cognitive & Analytics Blueprinting
AI & ML based Process Automation
Design Thinking Centers
Enterprise Automation solutions



Commercial

Application Knowledge

Experience Management
Channel Management
Underwriting & Policy Issue
Risk & Exposure Management
Claims Management
Quote & Bind



Personal

Methodologies & Frameworks

Customized Methodologies & Frameworks for DCT implementation and support
Competency Framework, Knowledge Management Framework and Knowledge Transition Framework for training and faster deployment of resources
Integration Framework for seamless integration with third party tools and other channel partner systems
Proprietary Toolset for DCT development and QA services

Our Domain Experience in L&A Insurance Value Chain



Life

Digital Experience

- Journey mapping & CX consulting
- Personalization through Sitecore
- SFDC Portal Development
- Onboarding Solution
- SFDC CRM implementation
- Ubiquitous Customer Interface
- Contact Center Transformation
- Customer 360

Products Supported

- Term, Whole, Universal & Group Life
- Fixed, Indexed & Variable Annuities
- Retirement & Pension Plans
- Group & Individual Disability
- Hospital Indemnity & Long Term Care
- Accident
- Critical Illness
- Endowment
- Other Voluntary Benefits



Annuities



Retirement

Accelerators

- New Product Additions
- Version upgrades
- Fund Mergers and Expansion
- Financial History clean-up
- Automation of Sales rates build
- Decommissioning
- Data Archival and Un-archival
- Performance tuning

Application Knowledge

- Channel Management
- Distribution
- New Business & Underwriting
- Policy Admin Systems
- Claims Systems
- Commission & Payouts
- Analytics
- MIB/MVR/LabOne/HIPAA
- Finance & Accounting

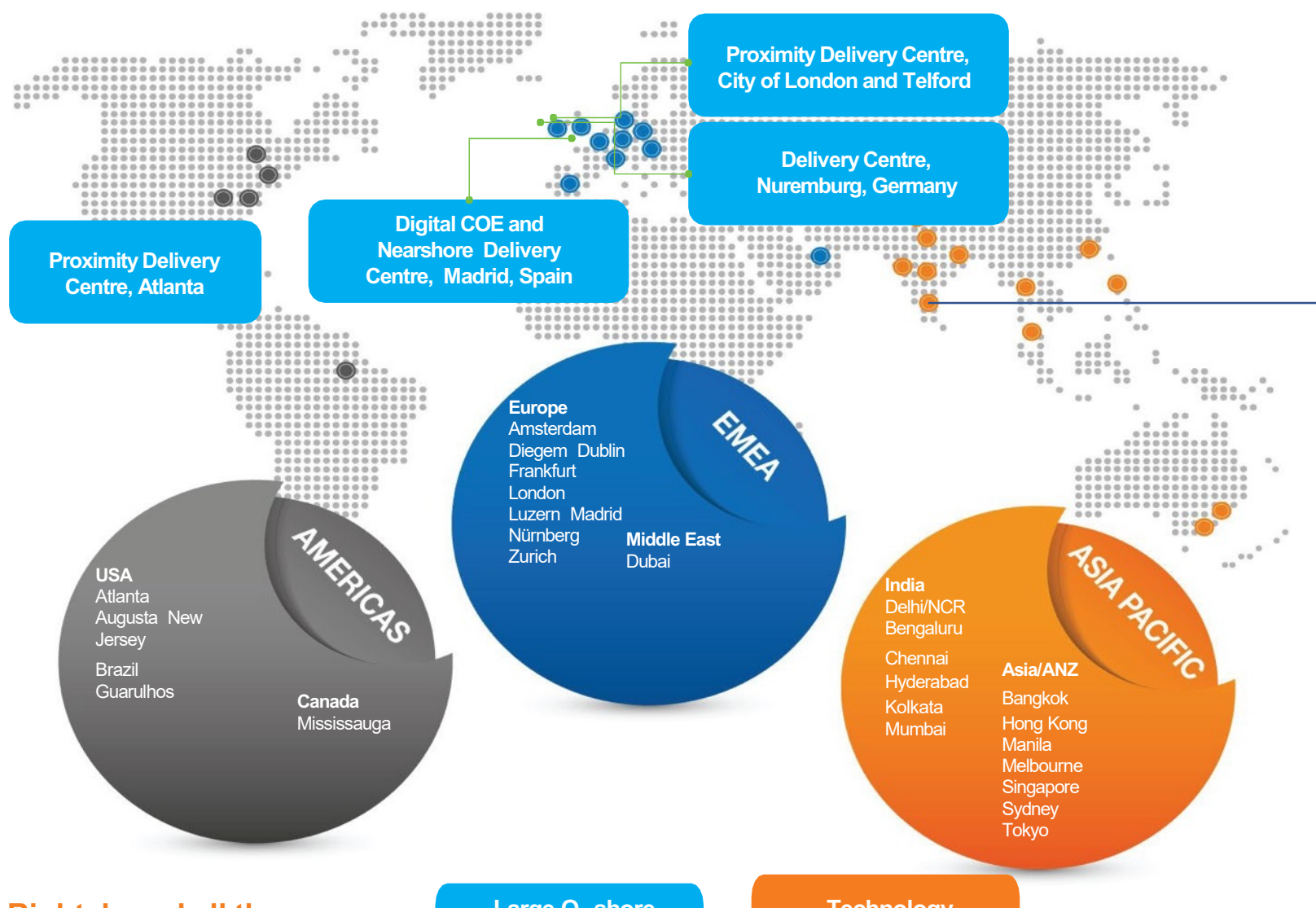


Supplemental Health

Offerings

- Strategic Consulting
- New Product Implementations
- Policy Conversion
- Business Analysis
- Managed Services
- Intelligent Automation
- Automated Testing
- Portfolio Analysis
- Compliance
- Report & Analytics

We are a Global and Local Organization



Rightshored all the way
 “We ensure seamless experience through cultural proximity and cost efficient deployment – on shore, nearshore or onshore”

Large O shore Delivery Centre
 Located in Gr. Noida. 7500+ Technology practitioners deliver software services for major global clients

Technology Innovation Centre
 Located in Bangalore. Explores emerging technologies, tools, devices and innovative solutions.

Leading Lloyds and London Market (re)Insurer

Managed Services Provider for the entire IT estate

2016

- ITIL based, L1, L2 & L3 services
- Service Desk
- Applications support and maintenance (45 applications)
- End-to-end infrastructure support and maintenance
- 24 X 7 monitoring

17+ years of strategic partnership creating and delivering value.

Managed Services engagement covering

1. End-to-end applications support and maintenance for 70+ applications e.g. Policy Admin, Claims, CAT Modelling, Pricing, Service company business systems, EDW, GL, Financial Reporting, Testing, Automation and more
2. End-to-end infrastructure support and maintenance: Service desk, desktop engineering, CITRIX, VMWare, Cisco, Voice, database administration, Security, datacentres operations, DR etc.
3. SLA driven, reliable and scalable service delivery model
4. Servicing 3,000+ tickets a months
5. SLA Adherence > 99.5%
6. Near zero disruption, in last 4 years of MSP engagement
7. Cost savings: Client IT service budget reduced by 41%

2017 Security Partner

- IT security operations
- Optimisation of processes and automation
- RMS, SUN, COGNOS product upgrade, support and maintenance

2018

- DW BI Support
- GDPR
- Automation

2019 Implementation Partner

- M&A Integration project works
- Claims Data migration
- Bordereau data migration
- Brexit change projects

Preferred Partner

2020

- End-to-end applications and infrastructure support for the integrated organisation (70 applications)
- Applications rationalisation works, complex insurance data model mappings and data migration
- Azure Cloud

Top Tier Global General, Life and Specialty Insurer

Simplification and consolidation

- Service transition to support London Market business
- Initial setup of core PAS framework

2016

Digital Backbone setup

- Baselined PAS platform
- Setup of Data Migration framework
- Launch of Financial Lines Product in the UK
- Full automation of Core Finance processes

2017

Acceleration and Change

- Enterprise Data Warehouse
- Launch of Professional Risks portals in US and Mexico
- Brexit compliance programme
- Sitecore upgrade programme

2018

Strategic Partnership

- Global Travel Portal for ANZ
- Marine Liability product launch in UK
- Strategic DWH Refresh
- Managed BI Test Service
- 3-year fully managed Application support service

2019

Deepening Relationship

- Digital Partner of choice of strategic IT platform adoption in US
- Migration of 250+ SP2010 Apps to SPOnline platform
- Strategic solution for Core Finance
- Refreshed engagement channels for Public Risks, Aviation and Specialty lines of business

2020
Onwards

5+ years of expanding global relationship across US, Europe and ANZ

Trusted IT Partner to consolidate and modernise 10 legacy PAS platforms, 15+ products

Full-suite service provider of Digital Experience solutions, Managed Application Support services, BI and Analytics services, Quality Assurance

30% increase in Gross Premiums Written and 35% reduction in time to market

Mid-sized Commercial, Personal and Specialty Lines Carrier

Support & Maintenance Supplier

2008

Legacy Maintenance
BA/QA support
DCT CLM (Policy Admin) support & maintenance
DCT PLM application support & maintenance
Application Maintenance

2013

Preferred Vendor

Exstream support
DW BI support
CLM Platform Upgrade 5.x
MA Auto (Policy Admin) Implementation in DCT
QA Org. Setup

Implementation Partner

2018

Integration support for STG Billing E&O Life Implementation
E&O efficiency Phase I & II
PL Millennium (CT, OH, NY) Exstream G2 Scoring Engine
Sharpen Edge – Marketing initiatives for CE Efficiency

NOW

UMICO Managed Services Partner

DCT Upgrade & PDM Support
Domain wise transition Plan
Governance process setup
Application Development Services
Application Warranty Services
Change Management

Robust partnership delivering proactive problem management solutions

14+ years of strategic partnership delivering value beyond written words

Managed Services engagement covering Mainframe, Duck Creek, Digital, Data, Testing & Automation

75+ Distributed Applications supported in Commercial Lines, Personal Lines, Claims, Data warehouse, Finance & Web Apps

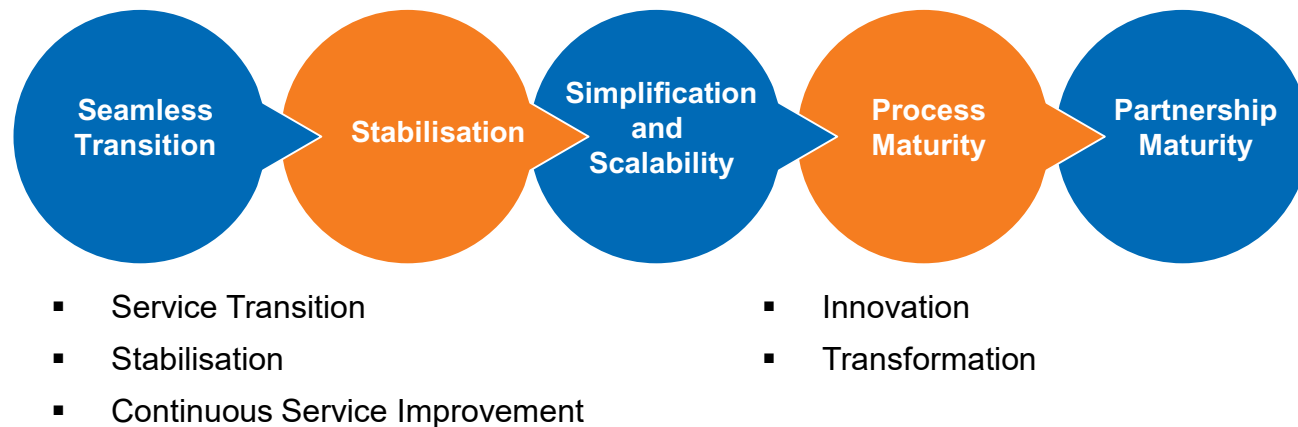
42% savings over 5years through the managed services AMS model with improved onsite offshore ratios

Canopus & Coforge Integrated Services

Key Objectives for the Partnership

- Cost Efficient Scalable IT Platform
- Improving business user experience of IT
- Minimising risks while transitioning to new service delivery model
- Zero disruption during the key renewal period
- Enablement of Processes and governance for regulatory compliance
- Improving IT support for Underwriters

Snapshot of our Engagement Journey



Service Scope

Complete Infrastructure Estate

- L1 – Service Desk and Desk side Support
- L2 and L3 for Datacenter
 - Citrix, VMware, Cisco UCS, Storage, Networks, Voice, DBA
- 24* 7 Monitoring

Application Estate : 45

- L2/L3 Support

Engagement Highlights

Simplification and Scalability

- 32% improvement in Infrastructure and application stability
- Legacy servers decommissioned
- Service Now enablement and Automation
- 64000+ Patches deployed
- Uninterrupted 24x7 availability of key systems
- Proactive application and infrastructure health checks

Improved User Experience

- Desk side support provided at customer location
- Premium service for underwriters (categorised as VIP users)
- New Unit introduced for monitoring infrastructure, apps, network and key overnight jobs
- Better speed of response, revised SLA's for Priority 1 and 2 tickets

Cost Avoidance

- Proactive application and infrastructure health checks
- 30 TB Storage recovered, resulting in cost avoidance of 100 K USD
- Tools Consolidation and decommissioning resulting is cost avoidance of 150 K USD

Trust and Transparency

- Service Now source of data, Single Version of truth maintained, Access to real time dashboards , Weekly updates shared for each track, formalised governance meeting



Business Users

Service Enablement

2200+
Tickets
Resolved/month
16 Ideas Implemented

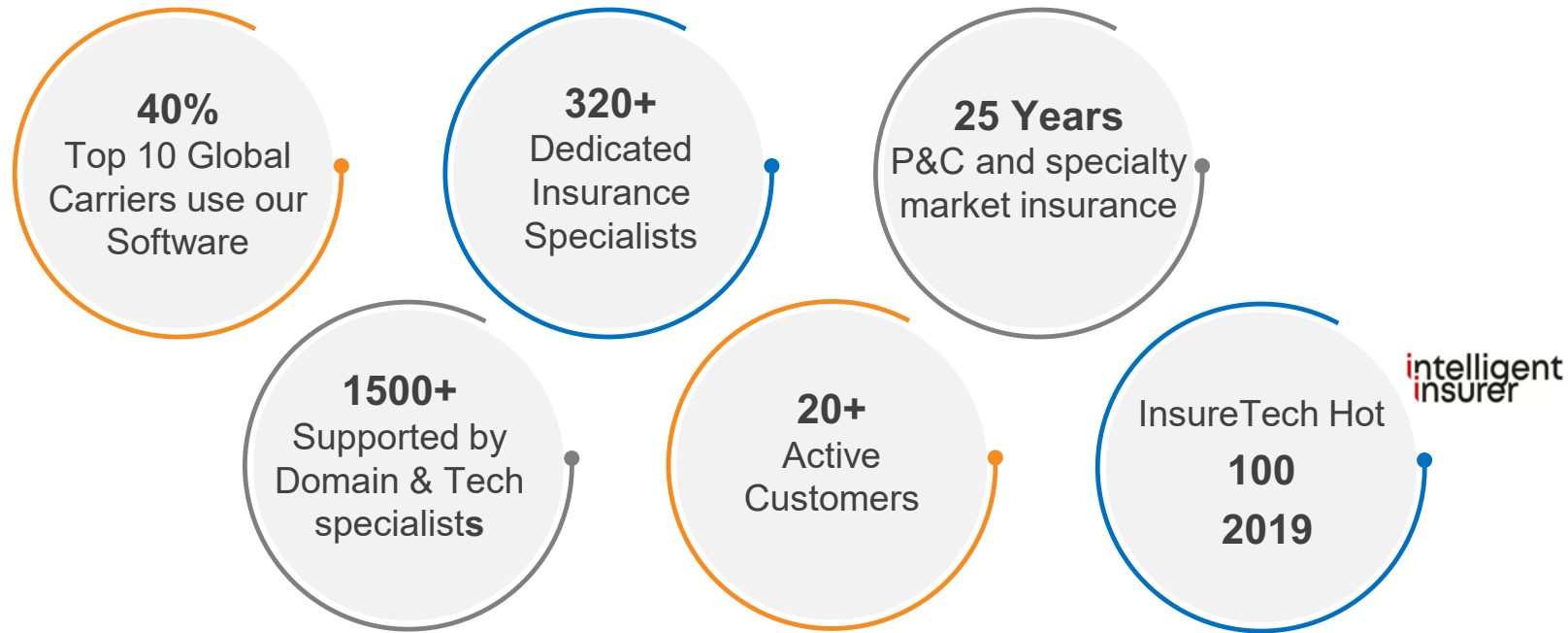
300+ K USD
Cost avoidance
from Improvement

02:12 min
Average
Handling Time

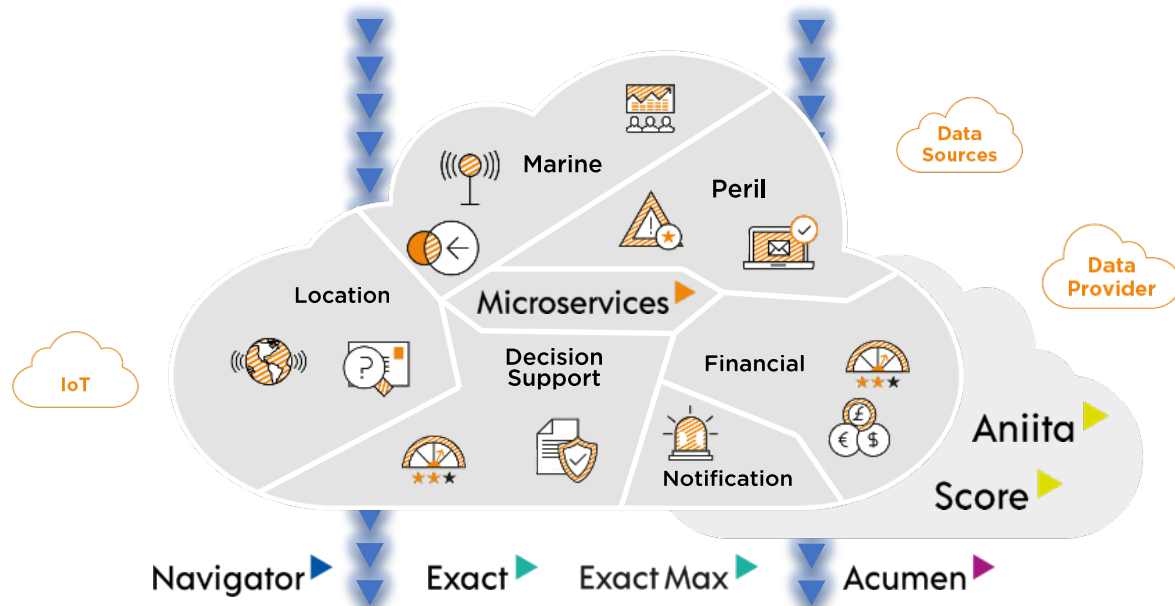
16
Ideas
Implemented

AdvantageGo

HIGHLIGHT IN NUMBERS



FUSING THE DIGITAL WITH TRADITIONAL...



Underwriting

Systemizes an underwriter's knowledge & delivers analytics-driven insights throughout the decision-making process

Navigator

Trusted to confidently manage complex risk, it offers clarity, insight, automation & control across entire lifecycle

Exact

Enriched with curated, up-to-the-minute intelligence, our market-leading risk aggregation engine allows you to rapidly model natural & man-made catastrophes

Exact Max

Supercharge your analysis from millions of locations to billions.

Acumen

Turning complex, structured & unstructured data into valuable visualizations & insights

Microservices

Seamlessly integrate our system-agnostic Microservices to benefit immediately from feature-rich functionality.

Score

Revolutionary cloud-based app which allows you to quickly & easily see layered risk scores for any insurable asset across all lines of business

Our Success in Enabling Insurance Transformation

Modernizing IT Infrastructure

Transformation of the IT landscape of a Fortune 500 Insurer through the migration, consolidation and decommissioning of 7 legacy systems saving \$ 5Mn savings in administration & system cost

Transforming User Experience

Integration of Insurance core systems and building self service portals for customers, brokers and business users for all business lines as single solution with Sitecore and Pega

Two of the Fastest Duck Creek Implementations

Fastest Full-suite Duck Creek implementations, for OnDemand Core and Duck Creek Insights, one in just 6 months and the other in 12 months that enhanced flexibility and agility

Executing Large Programs

Built Enterprise Integration platform using Micro Services Architecture to integrate & scale IT systems improving speed to market by 20% along with controlled cost

Redesign Data Warehouse

Complete redesign of Insurance DWH from IBM DB2, DataManagerto Microsoft suite of BI products such as Power BI, SQL Server, SSIS, Cognosproviding an overall saving of 40% over five years

Duck Creek Implementation & Support Partner

Partner for Duck Creek BA, Development, QA, Upgrade and Support Services (Policy and Claims). DCT implementation for new geographies (ANZ and Middle East) beyond North Americas

Enterprise-scale Salesforce Deployment

Revamped the Business Operation, Broker/Advisor & Customer Services for Life, EB & Retirements. The implementation through the consulting, customization, integration and support provided savings of around \$ 25K per annum





Coforge

Thank You

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