

PROPERTY AND CASUALTY (GENERAL) INSURANCE *CENTER OF EXCELLENCE*



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CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each Center has a designated facility and staff who demonstrate and deliver solutions and evaluate 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.

CAPABILITIES

Insurance Application Software – The Center's application software provides a complete suite of P&C insurance solutions that are built with open architecture and utilize industry standards such as ACORD. With over 30 years in the business of developing P&C insurance software, CSC has the industry's most comprehensive suite of software, offering more functionality for end to end processing for all lines of business than anyone else. CSC invests over 600,000 hours in research and development of their products annually. CSC's customer community consists of over 700 companies that provide governance and actively contribute to the enhancement of the solutions through user groups and innovation community projects. The CSC Quality Office tests all software prior to release for scalability and usability. Combined with CSC's architecture, processes and development methodology's, CSC Suite of P&C solutions offer long term value to carriers and assist them with transforming their business.

Business Process and IT Outsourcing – With over three million policies under management worldwide, the Center is the P&C and general insurance industry's largest outsourcing provider and provides a broad spectrum of P&C insurance business processing and hosting and application management services. The P&C Business Process Outsourcing center performs services for administration of new and renewal P&C policies from application through billing and payment processing through first notice of loss. 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. CSC staff in three outsourcing centers worldwide provides support to more than 60 clients across 16 lines of business.



Over 1,500 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.

Best practices and continuous improvement are cornerstones in the implementation and support of P&C customers. With over 20 certified Project Manager Professionals and more than 30 Six Sigma Green Belts, the Center continues its investment in project management best practices and Six Sigma improvements.

CSC has unparalleled relationships with a diverse range of clients, including top 20 insurers, midtier and small P&C insurers, specialty carriers, 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.

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 2006, the Center's customers invested over 5,500 days participating in user groups, advisory councils and related activities.