

Staff Augmentation

Results

- Focus on Strategic IT Programs
- Accelerate IT Project Deliverables
- Eliminate Project Backlogs
- Increase Capacity While Minimizing Risk
- Reduce Labor Costs up to 70 Percent

CSC's Staff Augmentation Services

- New Product Launches
- Production Support
- Implementations
- Help Desk
- Legacy Maintenance
- Application Development
- Enhancements
- Upgrades and Migrations
- Third-Party Integrations

Focus on High-Value IT Programs

CSC research shows that on average two-thirds of every IT budget is spent on necessary, but lower-value work such as maintaining legacy systems. While these activities remain essential, the most successful insurers are finding new ways to take advantage of external resources and opportunities created by a more highly networked business model.

CSC provides insurers with short-term, direct access to software professionals around the globe who have deep insurance expertise and a broad array of technical capabilities. With a track record of delivering on time and on budget, CSC makes sure that key internal systems and IT projects are running effectively. This allows insurers and their IT teams to focus on creating new sources of business value such as streamlining product introduction and improving distribution channels.

Right Mix of Global Resources

CSC's World Sourcing model gives insurers the flexibility to determine the best blend of onshore-offshore resources to support a wide range of IT requirements, from legacy systems maintenance to application development. Because CSC's offshore teams play an integral role in CSC's global insurance software development program, they share a deep understanding of life and annuity applications and what it takes to support them.

Operating with a mature offshore model since 1996, CSC has seamlessly integrated South African and Indian resources to provide end-to-end support for insurance applications, infrastructure and business processes. CSC's offshore insurance resources average more than six years of industry experience, and more than 900 employees hold industry professional designations including INS and FLMI.

To ensure consistency and quality, CSC continually fine-tunes its processes using the Six Sigma methodology. CSC also holds BS7799 and BS15000 certifications related to global security best practices.

CSC's operations in India hold SEI-accredited CMM and PCMM certifications, achieving the industry's highest quality assurance standards. To attract top-notch professionals, CSC operates 18 staff development centers in India that are strategically located across the country.

Unleash Business Value

Insurers rely on CSC's global insurance team to support essential internal IT programs and projects while they pursue new sources of business value with customers, partners and suppliers.

Skilled IT Services Professionals

- Increase capacity for new product launches, production support, help desk, legacy maintenance, application development and enhancements
- Accelerate software upgrades, migrations and integration with third-party applications
- Implement proven project management processes
- Assure quality with CMM and PCMM Level 5-certified offshore operations

Insurance Software Expertise

- Access offshore resources with an average of six years of experience in insurance software and processes
- Gain the support of more than 900 offshore employees with industry-specific professional designations
- Develop the best blend of resources based on their experience with CSC's life and annuity software and third-party applications
- Quickly launch new projects and eliminate backlogs by accelerating training and knowledge transfer

Support for CSC, Legacy and Third-Party Software

CSC provides Staff Augmentation Services for its own software as well as legacy systems and third-party systems. CSC policy administration systems include:

- CyberLife®
- VANTAGE-ONE®
- FUTUREfirst®
- PolicyLink®
- LIFE-COMM
- LIFE/70.

CSC also helps insurers introduce software components and integrate systems throughout the insurance enterprise. CSC software components include:

- PerformancePlus®
- nbAccelerator®
- Customer Service Accelerator™
- Claims Management Accelerator™
- Wealth Management Accelerator™
- Repetitive Payment System
- JETS®
- VP/MS®.

Experience Results

Backed by a vibrant client community and a global team of highly experienced insurance software professionals, CSC gives you the capability and capacity to accelerate your IT agenda. Trust CSC to put its experience to work for you.

For more information about CSC's Life and Annuity Outsourcing Services, call 800.345.7672 or e-mail inforequests@csc.com.

About CSC

Computer Sciences Corporation, one of the world's leading consulting and IT services firms, helps clients in industry and government achieve strategic and operational results through the use of technology. The company's success is based on its culture of working collaboratively with clients to develop innovative technology strategies and solutions that address specific business challenges.

Having guided clients through every major wave of change in information technology since 1959, CSC combines the newest technologies with its capabilities in consulting, systems design and integration, IT and business process outsourcing, applications software, and Web and application hosting to meet the individual needs of global corporations and organizations.

About CSC in Financial Services

CSC distinguishes itself through its time-tested ability to plan, build and operate highly reliable, efficient and secure business and IT solutions for leading financial services firms around the world. To complement its capabilities in consulting, systems integration and outsourcing, CSC brings financial services industry knowledge and experience, a comprehensive portfolio of financial services application software and an extensive network of industry and technology partners. More than 10,000 CSC employees are dedicated to serving financial services clients, including more than 1,500 major banks, insurers, healthcare organizations, and investment management and securities firms.

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