



Customized Solution Integrates Acquired Business Faster

A Success Story: Life and Annuity Insurance Client
Business process collaboration strategy leads to effective lift and drop implementation

The Challenge

A national life and annuity insurance company acquired a block of business and needed a service provider who could offer policy administration, along with customer service and claims adjudication for the acquired policies. In order to assume the block of business, the client opted for a lift and drop of the current administration system to achieve targeted time and cost objectives. This required quickly assuming policy administration responsibilities using the existing third-party software platform.

The Solution

Perot Systems was selected to administer the block of business using our unique methodologies and domain expertise to ensure an efficient and seamless transition of service. To solve the existing challenges, we collaborated with the software vendor to develop a lift and drop implementation strategy. Initially, the software vendor transferred the administration system and data files to their data center for hosting. We then worked closely with all parties involved in the transition to develop connectivity across multiple sites and provided integration into the ancillary support systems needed to manage the policies. Additionally, we managed a conversion from the originating imaging system to our imaging and workflow solution as well as leveraged our expertise in insurance policy administration to quickly adapt proven procedures for use on the third party software platform.

The Results

As a result of Perot Systems strategy and execution, the transition of the block of business occurred without interruption and within the required timeframe.

Additional benefits included:

- Successfully collaborating with multiple constituents to manage the transition of business within the desired timeframe

- Assuming full production responsibility for the block of business without any disruptions in service
- Providing ongoing delivery of high quality policy administration services

To learn how our insurance solutions can benefit your organization, contact us at insurance@ps.net.

About Perot Systems

Perot Systems is a trusted provider of end-to-end business process, consulting, application, and infrastructure solutions. We provide Business Process Outsourcing (BPO) services for new business, policy administration, policyholder and producer call centers, and claims adjudication to support 3 million life, annuity, and health policies for more than 35 leading insurers. We also hold all required Third Party Administration licenses. Our 30 years of insurance industry expertise, combined with a leading technology platform and global delivery model helps bring you immediate operational benefits while building long term strategic results.