

Optimizing Application Processing



Benefits

of Business Process Outsourcing

- Freedom to focus resources on business-building core capabilities
- Cost reductions through labor arbitrage and economies of scale
- Process improvements through well-trained, highly skilled specialists
- Improved quality
- Improved compliance with regulatory standards
- Operational transparency for a clear look and deeper insight into your processes
- Greater customer satisfaction and retention

RESULTS

WHEN ONE OF THE LARGEST U.S. INSURERS SPECIALIZING IN SERVICES TO SENIOR AMERICANS SOUGHT TO BOOST THE SPEED AND ACCURACY OF ITS APPLICATION PROCESSING, PEROT SYSTEMS DELIVERED — ACCELERATING TURNAROUND, IMPROVING QUALITY, LOWERING COSTS, AND ENHANCING CONTINUITY.

CHALLENGE

The Life & Health division of Perot Systems' customer, a long-established Midwestern U.S. insurance company, faced daunting obstacles to growth and profitability. Processing turnaround time for life, annuity, and health insurance applications was unacceptably long to the agency force, and accuracy of data was inconsistent. Insufficient documentation of business processes and rules increased risk to the company in times of high staff turnover. Business processing costs were high, relative to peer companies.

SOLUTION

The insurer selected Perot Systems as an outsourced resource to optimize application processing. Perot Systems consultants worked closely with the insurer to thoroughly document both the business processes and their underlying rules. Then, over an eight-week period, a team of seasoned BPO professionals assumed the new data-entry process for more than 10 individual life, annuity, and health products. In addition, it made the business process rules available online to both the team and the customer through an easily accessible, comprehensive knowledge-management application.

RESULTS

Perot Systems helped the insurer:

- Increase visibility, transparency, and consistency of the application data-entry process for greater predictability of results
- Achieve same-day turnaround times and reduce processing costs by 40%
- Improve measurement of, accountability for, and accuracy of application data through aggressive quality standard



Put the people, processes, and technology expertise of Perot Systems to work for you. To contact an insurance industry expert, e-mail insurance@ps.net

ABOUT PEROT SYSTEMS

Since 1988, Perot Systems Corporation has delivered technology-based business solutions to help organizations worldwide control costs and cultivate growth. Drawing on deep industry expertise and a portfolio of interrelated consulting, business process, application, and infrastructure services, we blend strategic design, proven technology, and timely delivery to create solutions that maximize returns on IT investments. And through collaborative, long-term relationships, we enable our customers to achieve and sustain measurable results.

SOLUTIONS FOR THE INSURANCE INDUSTRY

Consulting Solutions

- Strategic IT Assessment
- TCO and ROI Analysis
- Project, Program, and Transition Management
- Quality Assurance Programs (ISO, CMMI, Six Sigma)

Business Process Solutions

- Business Process Design & Re-Engineering
- Claims Processing
- Finance and Accounting Process Assessment
- Order-to-Cash and Procure-to-Pay Processing
- Document Management

Applications Solutions

- Application Development
 - Application/Architecture Assessment
 - Enterprise Application Integration
 - Package Implementation
 - Web Enabling
- Application Management
- Application Migration and Reengineering
- Application Testing

Infrastructure Solutions

- Infrastructure Assessment
- Infrastructure Implementation & Migration
- Program Management
- IT Service Management
- Systems Automation
- Information Assurance Services
- Web Hosting
- Enterprise Computing
 - Data Center Facilities
 - Mainframe Systems Services
 - Midrange Systems Services
 - Utility Computing
- End-User Computing
 - Workspace Management
 - Messaging

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