DXC Business Process Services: Property and Casualty

End-to-end services across the value chain

Deliver better outcomes in property and casualty insurance with the right blend of industry, process and technical expertise.

Optimize costs, streamline processes and elevate your customer experiences

With operational objectives as varied as efficient claims processing, complex settlements, market-leading customer experience and fast, repeatable product launches, insurance organizations and government entities seek new process capability in a low-cost, frictionless fashion.

DXC Business Process Services (BPS) for Property and Casualty (P&C) provides a wide range of front- and back-office services, including agile automation. Our services are designed to empower customer acquisition, retention and engagement; enhance speed to market; and enable tailored underwriting, third-party engagement and regulatory compliance — while reducing operational expense.

What distinguishes DXC Business Process Services: Property and Casualty?

- Our ability to lift P&C companies and other coverage providers out of the back office with continuously available, efficient and secure insurance process and IT outsourcing solutions supporting all personal and commercial lines of business

- Our insurance experts who can manage everything from policy administration and claims services to applications and infrastructure support

- Our geographically dispersed BPS team in the United Kingdom, the United States, Australia, India and Vietnam, many of whom have more than 10 years of experience and one-third of whom hold insurance designations

- 100 percent of our BPS team is enabled to work remotely to provide up to 24x7 support, depending on the customer need

In action

DXC Technology can help you go to market fast with support for your entire back-office operations, including policy administration, claims processing, customer service, billing and payment services, and compliance.

By working with DXC, a U.S.-based P&C carrier improved its transaction processing time by 70 percent and reduced manual efforts by 60 percent, allowing the back-office team to focus on higher-value transactions and customer service.

Key benefits

- Improve efficiency and lower operational costs up to 30 percent with continuously available and secure insurance process and IT outsourcing solutions

- Provide a modern, digital customer experience with reduced turnaround times

- Increase business agility and enter new markets faster with turnkey solutions

- Scale as you grow with a modern technology platform comprising industry-leading components and insurtech innovation

- Embrace 24x7 support with a virtual-first staffing approach

In another case, a leading international insurer entered the California insurance market quickly, with minimal upfront investment, by outsourcing IT and back-office operations to DXC.

In addition, DXC is working alongside Lloyd's and the Boards of the Lloyd's Market Association and the International Underwriting Association

to build the world's most advanced digital and technology-led insurance marketplace. New technology and digital processing capabilities from DXC will allow a customer to get coverage faster and accelerate claims payments.

In Australia, our industry-trained professionals have been providing mission-critical insurance services to insurers, brokers, self-insurers and government agencies for decades to improve operational efficiencies and innovation for better employee and customer experience. Dedicated frontline case managers support claimants through difficult and challenging times to speed recovery and optimize claims costs.

Business value

DXC's insurance knowledge, proven business process framework, digital technology expertise, worldwide sourcing capabilities, network of prepackaged solutions, and ecosystem of partners and key collaborators help you meet your business goals.

More than 3,000 full-time employees are dedicated to delivering outsourcing services to 350 P&C insurance companies globally.

DXC supports customers in the London Market with core services that include claims and premium orchestration. We deliver the technology and services that link the carriers, managing agents and brokers that write and transact business in Lloyd's and the London Market.

Why DXC?

For more than 30 years, P&C insurance providers have relied on DXC. By partnering with us, you'll have a variety of options that deliver immediate results and pave the way for agile scaling to meet your business needs. We'll help you seize opportunities in your market quickly, so you can secure your competitive advantage.

Capabilities

- **Industry leader.** DXC insurance professionals in both our onshore and offshore operations have decades of BPS experience.

- **Flexibility.** Service options allow customized offerings to address business needs.

- **Comprehensive support.** All lines of business can receive up to 24x7 support.

- **Customer focus.** Our prebuilt insurance-centric frameworks and components deliver speed and convenience to our customers by enabling reuse of best-practice workflows and business guidelines.

- **Digital offerings.** DXC is constantly developing new agile automation offerings such as robotics, self-service and cognitive computing to help carriers continuously improve their operations.

Learn more at
dxc.com/insurance-bpaas

Get the insights that matter.
dxc.com/optin

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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.