

## Case Study

*How a leading insurance company reduced turnaround time for policy processing and achieved substantial cost savings*



## Insurance brokerage solution for reduced turnaround time

### Business Situation

The customer is a leading insurance company in the Asia-Pacific region, providing services to its clients through brokers located in different countries in this region. The customer wanted to leverage technology to extend the geographic coverage and create a system for accurate data capture for its brokers.

### Mahindra Satyam's Role

Mahindra Satyam's role involved extending the functionality of the existing software solution, which was built using POLISY400 on an AS400 system. Mahindra Satyam developed a web-based Insurance Exchange System for CGU to receive the proposals from brokers using XML and then send the same to the POLISY/400 system to generate policies. Mahindra Satyam employed its proprietary RightSourcing™ model for this project execution by leveraging on the near-shore option in Singapore.

### Benefits

- Enabled CGU to leverage high end technology to widen its service base for the brokers
- Decreased the turnaround time for policy processing
- Increased accuracy and achieved impressive cost savings