Accenture Software for Insurance

Driving efficiency and high performance
through insurance software

> accenture

High performance. Delivered.

• Consulting • Technology • Outsourcing

Accenture Software

World-class software has long been a critical component to business success for high performing companies. Similarly, software-based applications are an increasingly important part of the solutions organizations seek in overcoming their business challenges.

Accenture has a rich heritage of developing software-based solutions to help clients achieve high performance. In response to the growing importance of software applications for today's business solutions, Accenture has launched a new business—Accenture Software—to place greater emphasis and investment on industrialized development capabilities to support an already impressive portfolio of well-respected applications and incubate the next generation of software.

As a "business within a business," Accenture Software places strategic focus on the development of innovative software solutions that combine deep technology acumen, industry knowledge, and the unmatched skills of experienced professionals. Our team of more than 1,800 professionals globally,[1] is a dedicated software capability utilizing leading-edge development processes,

methods and tools. Each software product is architected to deliver business value, drawing on industry knowledge and understanding of high performance business processes as well as real-world experience.

The result is software that is cost-effective, high in quality and low in risk. Accenture Software products are easy to implement and have low operating cost, using tools and accelerators to speed up implementation and the return on your investment.

Furthermore, Accenture Software understands you need to combine pragmatism with progress and take advantage of practical implementations of new technologies. Consequently, we are enhancing our software to run in the cloud and be delivered via a Software-as-a-Service model to bring you reduced and flexible computing

costs. Other innovations include enabling our software to support businesses with mobile, Web 2.0 and other future-user computing models.

Accenture Software complements our consulting, systems integration and outsourcing services, providing our clients with the most complete solutions possible. Accenture is more than a service provider offering software, and more than a software company offering services. We bring our best strategic thinking, industry knowledge and technology innovation to bear for each client.

[1]As of February 1, 2010.

Accenture Software for Insurance

In a business environment where success is increasingly dependent on technology, Accenture Software for Insurance is ready to help you achieve your goals. Accenture Software for Insurance provides software-based solutions built on the foundation of Accenture's 30 years of experience in the insurance industry and aligned to our high performance business processes.

Accenture's High Performance Business research program has analyzed the attributes, strategies and behaviors that characterize those organizations that consistently out-perform their peers. We have learned that high performance insurers do cut their costs when the market contracts. But they also take pro-active steps that enable them to grow rapidly when the turnaround comes, increasing the gap between themselves and their less agile competitors.

Our suite of software products are based on a "component" approach offering clients the option of selecting specific solutions to meet a business need or combining components to address an enterprise requirement. Our focus on business value is further supported by client advisory boards.

Advisory board members provide feedback on our technology, our products' fit to their processes as well as potential product innovation based on industry and technology trends.

In addition to highly rated software products, Accenture offers clients our full breadth of consulting, systems integration and outsourcing capabilities— helping to ensure that software investments are effectively implemented, deployed and maintained. In addition, our solution centers offer unique capabilities that provide continuous enhancements to our software with proven execution and delivery.

To thrive, insurance companies must adopt innovative technologies and software solutions to remain competitive, meet changing customer needs and overcome the constraints of rigid legacy systems.

You can count on Accenture Software for Insurance for quality solutions to drive down cost and improve services levels while lowering implementation risk. Whether for claims, life, or property and casualty needs, our portfolio of products are ready to help you achieve high performance.

Accenture Life Insurance Platform

Widely recognized as industry-leading, the Accenture Life Insurance Platform is a rules-driven system that enables true straight-through processing. With highly advanced administration and processing tools, the Accenture Life Insurance Platform helps insurers lower operating costs and increase speed to market.

A trusted solution for more than 65 leading life insurers and distributors, the Accenture Life Insurance Platform has the scalability to meet the needs of major transformational and outsourcing programs, yet remain cost-effective for smaller initiatives.

The backbone of the Accenture Life Insurance Platform is an integrated set of tools to support the configuration of product and business rules. The product rules engine helps simplify product definition; reduce the time and cost for introducing products; and allow for the rollout of complex insurance products. Similarly, the business rules engine enables the configuration of data entry and business rules across the system, allowing for the development of comprehensive (and automatic) orchestration of business processes.

Accenture Life Insurance Platform features include:

State-of-the-art rules engine— Improves flexibility for product innovation and process improvement.

Advanced product rules engine— Includes standard actuarial, mathematical and statistical functions to provide comprehensive support for life insurance and annuity calculations.

Unlimited capability—Allows you to define new calculations and table rates via user-defined functions and multidimensional product tables.

Configurable process management— Streamlines data capture and workflow, and enables straight through processing.

Modern, Web-based user interface— Provides manageable, controlled access to users.

Global deployment—Localizable, supporting multiple languages, currencies, business processes and product calculations within a single deployable framework.

Open, Service-oriented Architecture— XML standards facilitate integration with existing software and communication with business partners.

Layered architecture—Replaceable components confirm the system can adapt as technology and business requirements change.

Single platform—Based on J2EE, enables greater economies of scale and efficiency.

Fast-processing, scalable solution— Supports millions of policies across multiple customer segments, sales channels, products and business processes.

Accenture Life Insurance Platform clients include 90 percent of the top life insurance and annuity providers in North America and Italy.

What our clients say

"Providing electronic application entry to all of our 4,200 agents is part of our strategy to leverage technology to make the policy issue process more efficient and make it easer and faster for the agent to get business issued."

Randy Johns, senior vice president, policy administration, Southern Farm Bureau Life

What the analysts say

"Reference customers give Accenture Life Insurance Platform high marks overall for functionality and ease of integration. They also praised Accenture's responsiveness and its knowledge of insurance."

"Accenture Life Insurance Platform is a modern, flexible, and powerful solution that belongs on many short lists."

Source: North American Policy Administration Systems 2010. Accenture was rated with 11 other providers of life insurance policy administration systems and received a Positive, the highest rating given.
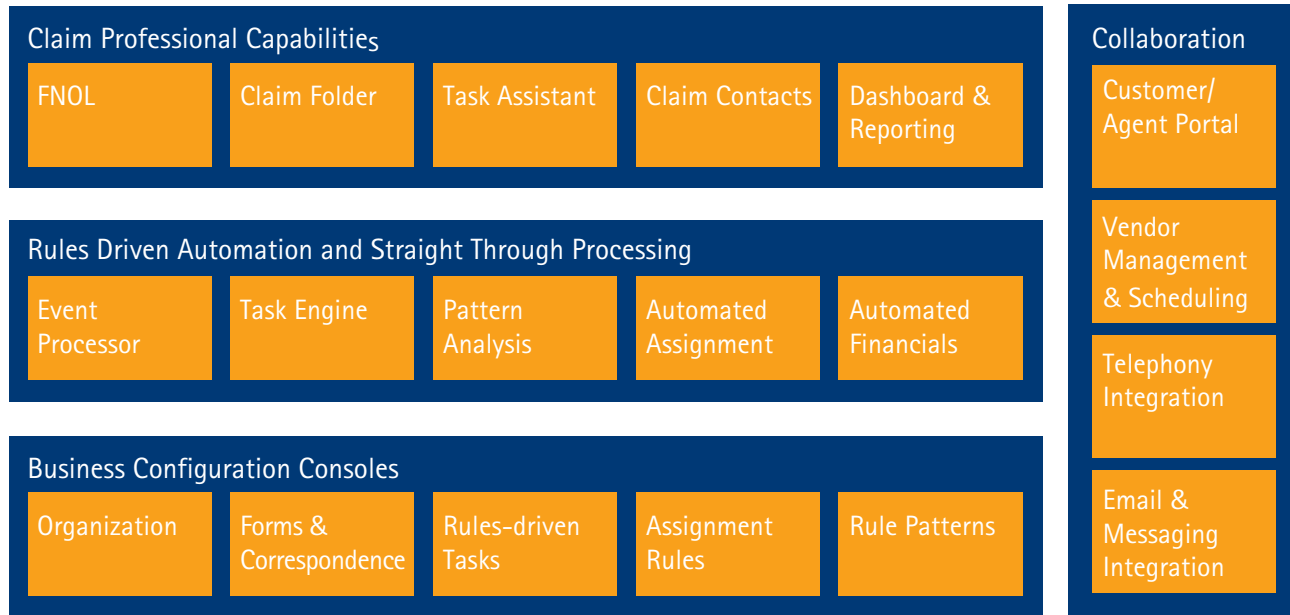
Accenture received a positive rating in Gartner's 2009 Marketscope for North American Life Insurance Policy Administration vendor report.[2] Only two vendors were given a positive rating.

[2]Gartner, Inc. MarketScope for North American Life Insurance Policy Administration Vendors, Steven Leigh, June 24, 2009. The MarketScope is copyrighted 2009 by Gartner, Inc. and is reused with permission. The MarketScope is an evaluation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the MarketScope, and does not advise technology users to select only those vendors with the highest rating. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Accenture Claim Components

Claim Professional Capabilities

FNOL	Claim Folder	Task Assistant	Claim Contacts	Dashboard & Reporting

Rules Driven Automation and Straight Through Processing

Event Processor	Task Engine	Pattern Analysis	Automated Assignment	Automated Financials

Business Configuration Consoles

Organization	Forms & Correspondence	Rules-driven Tasks	Assignment Rules	Rule Patterns

Collaboration

- Customer/ Agent Portal
- Vendor Management & Scheduling
- Telephony Integration
- Email & Messaging Integration

Accenture Claim Components is a comprehensive Web-based software solution designed to help insurers improve the efficiency of their claims-handling operations through the automation of routine tasks. Currently used by more than 65,000 claims handlers worldwide to process approximately 40 million insurance claims each year, Accenture Claim Components supports core claims transactions from first notice of loss through to settlement and closure. Nineteen insurance carriers worldwide have implemented the software to handle claims across a broad array of commercial, personal and specialty lines of business.

For more than a decade, Accenture has invested in the advancement of our software, resulting in a robust and comprehensive claims solution. While more than 100 refined components comprise the solution, these components roll up into the key capabilities summarized below.

Accenture Claim Components is built on the robust, standard .NET platform, providing non proprietary development tools and language. While it is certified on the Microsoft® SQL Server® DMBS , it is database-agnostic and has multiple implementations in other relational database systems.

SOA compliant—our architecture is flexible and service-oriented architecture (SOA) compliant, providing accelerated integration through the ability to expose and consume services from/to other applications.

High scalability—we hold our solution to high performance standards having tested Accenture Claim Components with up to 17,000 users and 6 million claims, matching our largest clients' requirements.

Equipped with project acceleration tools—Accenture Claim Components comes with project accelerators such as a fully automated testing facility.

What our clients say

"We chose to work with Accenture because of their industry knowledge and their Claim Components, which enables us to harness the power of Web technologies more quickly and efficiently than any other approach."

Jim Knight, CIO, Chubb

"Accenture's ongoing investment in Accenture Claim Components enables us to continuously enhance our operations and thus deliver world-class claims services."

Phil Sibilia, Senior VP: Claims, OneBeacon Insurance Group

"(Accenture's) staff are as concerned with our business success ... as I am."

Client quoted in the Novarica ACE Rankings™ report, April 2009

"Given the robust functionality of Accenture Claim Components, we were able to rapidly configure and deploy the solution with minimal impact on our business. This implementation marks a major milestone in our effort to achieve claims excellence."

Wilson Wheeler, Senior VP and Chief Claims Officer, Affirmative Insurance

"We believe a high-performing claims system is one of the critical paths to customer satisfaction, growth and profitability. We chose this technology for its scalability and innovative design, as well as its track record in the industry."

**Paul Stachura, Chief Claims Officer, Fireman's Fund**

What the analysts say

Celent, in its ABCD Vendor View, places Accenture Claim Components first in terms of advanced technology (and technical flexibility). "Replatformed a few years ago onto a modern .NET framework, Accenture Claim Components is a very good and comprehensive core claims solution, sold primarily to large and very large insurance enterprises (with recent focus on midsize insurers). In addition to the basic features and functions, Accenture Claim Components bundles a number of valuable other capabilities, such as Task Assistant, Negotiation Component, and others. Accenture can also provide extensive SI and business-related professional services." [3]

The Novarica ACE Rankings™, derived from independent, validated rankings by five insurer clients of our Claim Components, included comments that Accenture's senior technical staff are "very knowledgeable about and highly responsive to my needs" (94 percent); that Accenture "has my business success as a top priority" (94 percent); that the solution "delivers the promised functionality" (94 percent); and that "I would highly recommend this vendor solution to a peer" (97 percent). For more information, see www.novarica.com/acerankings.shtml.

Figure 2. Novarica ACE Ranking™ Accenture Claim Components (2009)

Overall Customer Satisfaction — 95
Staff — 91
Organization — 91
Functionality — 87
Tech — 91
(center) 92

IDC has named us a leading provider of systems integration services for three years running (2006 to 2008) in the IDC, Worldwide and US Systems Integration Services 2008 Vendor Shares: Top 10 Vendors for 2008, Doc # 219466 August 2009.
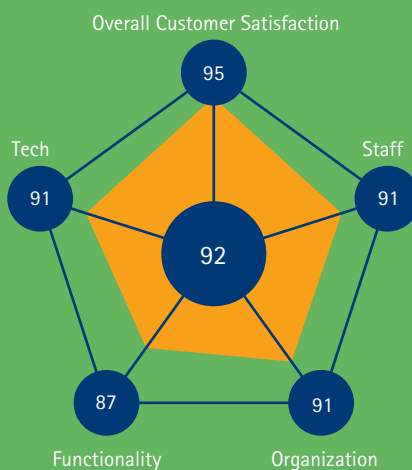
[3]Core Claims Systems Vendors, Celent, December 2008

Other features of Accenture
Claim Components include:

Claim professional capabilities—
Provides end-user functionality aimed
at automating routine functions and
helping the claim professional focus
on driving enhanced claim outcomes.
The software enables the end user
to configure his or her views to
reflect personal preferences and
improve performance.

**Rules driven automation and straight
through processing—**Provides auto-
mated functions separately or in
combination to support claim handling
automation. Claim coverages can be
established, reserved and assigned
automatically and invoices can be paid
automatically—all through configured
business rules.

Business configuration consoles—
Enable people from the claims
department to configure business
rules and processes.

Collaboration—Improves internal and
external collaboration by providing
external claim entry and inquiry and
integrating with standard industry tools.

Accenture Policy Components

Accenture Policy Components is a component-based product and policy management solution for property, casualty and general insurers. Designed with a modular structure, it supports all lines of businesses and covers every core insurance function.

Accenture Policy Components helps insurers to create innovative product portfolios, both in personal and commercial lines, and to transform their processes and systems. Configurable products and processes can be tailored to all distribution channels. Components can be implemented individually or as part of a broader migration strategy, with the roll-out being completed in as little as six months. The respective components address key parts of the insurance process, enabling you to improve your systems, your service and your results.

Accenture Policy Components includes:

Accenture Product Factory—Allows you to create and quickly launch new products, consistent with your company's strategies, processes and practices. A common methodology, presented in an easy-to-use desktop interface, covers the entire product development cycle and standardizes and automates processes. Includes a business impact modeling tool to validate product changes and evaluate premium or decision implications.

Accenture Policy Workstation—Provides a compelling front-end solution, enabling rapid implementation while creating the starting point for the policy replacement/consolidation journey, and adds much-needed functionality to legacy platforms. Accenture Policy Workstation provides a common front-end platform for multiple back-end policy systems across multiple channels delivering real-time quote & buy, as well as full cycle automation from quotes/submissions, endorsements, through to cancellations and renewals. Accenture Policy Workstation reduces time-to-market through product re-use and configurable user interfaces.

Accenture Core Policy Administration—Centralizes all policy operations, across the full life cycle of a policy, into a single system of record. This component includes a comprehensive tool that handles multiple transactions in support of back-end processing such as mid-term adjustments and out of sequence endorsements, as well as the functions required for billing and collections. Accenture Core Policy Administration simplifies these complex processes for improvements in efficiency and control that help insurers reach a new level of performance.

What our clients say

"During the last three years, we have developed a new strategy ... based on fundamental changes in three areas: our people, processes and information technology. The foundation assets of Accenture Policy Components were a key component in the implementation of these strategic initiatives because it allowed us to build our new operational and business models and in turn reduce our expense ratio by several percentage points over a two year period."

Juan de Blas, COO (Operations, Support & Claims Director), Zurich Financial Services Spain

"BancSabadell launched a new insurance company ... focused on client value. The foundation assets of Accenture Policy Components have played a crucial role in this environment. Through integration of the front office with the back office, the whole client life cycle is process supported. This allows us to launch products in a really effective time to market; a big benefit of this back-office application."[4]

Bernardino Gómez, COO, BancSabadell Seguros Generales

"The foundation assets of the Accenture Policy Components have allowed us to reduce dramatically new product development and time to market. Today we can have a new product in the market within two weeks and we can update our rates in just one night. This efficiency is what we needed."[4]

Julián López, CEO, Zurich Financial Services, Spain

[4]Accenture Policy Components is the new name assigned to the product formerly known as the Accenture Insurance Solution.

Accenture Underwriting Desktop—A robust and comprehensive underwriters solution that helps support better, more consistent account management and more efficient processes. The solution also provides tools for underwriters to make informed decisions about risk acceptability and pricing, placing key account and risk data at their fingertips. The solution is both customizable and highly configurable through business user control of externalized rules.

Accenture Forms Manager—Provides the ability to configure roll-on/trigger logic for forms made available in a third party document management system. Through rules externalization, the manager industrializes forms management processes across the product portfolio and automatically rolls the applicable forms onto the policy.

Accenture Software for Insurance

What the analysts say

"According to Accenture's customers surveyed by Celent: unanimous high scores for the functions of rating, premium accounting, business rules and product definition; Experience around integrating with external data sources was described as "easy," and around making significant changes was "excellent." With respect to Accenture's handling of the project implementation, references were agreed that project management, scoping, and responsiveness were all excellent."

Celent P&C PAS European report. July 2009

"According to Celent, Accenture's Policy Components solution is the next step in the continuing evolution of a very full featured and robust system for midsize to large insurers. An insurer with robust operational needs may want to take a look at this system."

Celent P&C PAS NA report, June 2009

Accenture was referenced in Gartner's "Now Is the Time for P&C Insurers to Invest In Underwriting Workstations" report, April, 2009, which examined vendors that provide underwriting workstations for property and casualty (P&C) insurers, including their product functionality and architecture.

The Accenture Software portfolio of businesses

Accenture Software for Insurance

More than 100 insurers in 25 countries are using Accenture software for insurance.

More than 65,000 claims handlers worldwide are using Accenture Claim Components to process approximately 40 million insurance claims each year.

Accenture Life Insurance Platform is used by more than 50 carriers worldwide.

More than 10 million policies worldwide are managed through Accenture Policy Components.

Accenture Software for Banking

More than 100 clients are using Accenture's own banking software, Alnova Financial Solutions™.

Accenture has helped to implement banking software at more than 200 clients.

Our banking assets are leveraged by our clients in 37 countries worldwide.

More than 25 million customers and accounts have been converted.

Accenture Software for Freight & Logistics Management

Accenture Freight & Logistics Management Software used by 15 clients in eight countries.

More than 25 million freight quotations a year managed with the solution.

Accenture Software for SAP Human Capital Management

More than 1,800 software installations.

2,000 clients in 37 countries.

SAP-Certified for Complementary Software.

Winner of the global SAP Pinnacle Award 2006 in the category of "Development/Innovation".

A portfolio of 10 software products.

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About Accenture Software

Accenture Software combines deep technology acumen with industry knowledge to develop market-leading software products. A dedicated global organization, Accenture Software offers innovative software-based solutions and the unmatched skills of experienced professionals to enable organizations to meet their business goals and achieve high performance.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 181,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is www.accenture.com.

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