



Transform Your Back Office With Process and Technology Optimization Services

Digital Transformation and eServices by NTT DATA

Today's insurer needs to transform to meet the latest digital challenges — from measuring and monitoring customer satisfaction to understanding market trends, and comparing agent and product profitability. This means introducing new customer-centric digital strategies, business models, products, distribution channels and business operations to remain competitive.

NTT DATA Insurance Services can help you execute your strategic objectives and transform your back office. Our services utilize next-generation customer and third-party administration solutions that embrace disruptive innovation for success in the digital age.

We can help you understand the factors that are driving customer loyalty and satisfaction using statistical modeling techniques and sentiment analysis to understand your areas of strength and weakness. Utilizing social media and real-time data, we also work with you to understand consumer behavior.

We can help you:

- Transform your back office to improve process outcomes
- Deploy next-generation services to increase customer loyalty and satisfaction
- Implement third-party administration services to improve straight-through processing
- Embrace disruptive innovation including social media and analytic



NTT DATA Single Score uses these insightful analytics to help you better understand a wide variety of customer information, such as buying habits and products best suited for specific demographics. It's designed to analyze data and anticipate outcomes across both traditional and new data sources.

We can also work with you to rationalize, simplify, consolidate and modernize your portfolio of business systems. This includes portfolio and application assessment, inventory identification, application and data rationalization, and a comprehensive modernization strategy. For application re-architecture, we provide extraction of legacy knowledge, modernization of legacy code (such as Java and C++) and data modernization. We also offer re-host services to move your existing applications to more efficient platforms.

NTT DATA Services also offers digital solutions including electronic billing, payment, forms, e-signature and e-delivery. These capabilities deliver:

- Improved straight-through processing

- Reduced costs and errors
- Improved cycle times
- Reduced not-in-good-order application rates

Our solutions improve process outcomes, facilitate better straight-through processing and enhance customer satisfaction. They can also help you:

- Acquire new customers through innovative pricing strategies
- Predict customer attrition risk and take preventive action to retain customers
- Gain deeper insight into your customer buying pattern, quality of business, exposures, new business acquisition and lines of business
- Compare your performance against the goals and objectives for new renewal business and claims activity
- Take action, assign ownership and track progress of field sales force to prevent performance gaps
- Communicate actionable information on renewals, overall sales performance and win/loss statistics through detailed reports, analytics, dashboards, and trigger-based alerts

With more than 20 years of modernization experience, NTT DATA has:

- Analyzed and documented millions of lines of code in thousands of applications
- Re-architected 150 million lines of code across a wide range of industries
- Established 1,300 mainframe re-hosting sites worldwide
- Created solutions based on the specific challenges of the insurance industry

Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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