

DXC Business Process Services: Life and Wealth

Move faster, streamline operations and lower risk



Leverage DXC's operations knowledge, BPS and IT expertise, and global sourcing capabilities to deliver cost-effective, high-quality support for life and wealth products.

Reduce operational costs, reach new markets quickly and support digital distribution channels

To gain market share, free up capital and resources, and achieve greater business agility, insurers need to address the impact of rising operational costs associated with managing closed blocks and legacy platforms. They also need to launch new products quickly, reduce compliance risk, and scale to meet changing market demands and increasing customer expectations.

Whether you are starting a company, entering a new market or distribution channel, launching a product, or seeking resource efficiencies for closed-block portfolios, DXC Technology's experience and expertise will help you achieve the business outcomes you seek.

In addition, through our hybrid, digital-first contact center operations, you can transform the ways you engage with your customers:

- Readily scale operations to meet surges in demand
- Meet customers' digital demands with self-service and automation

- Improve the bottom line through proactive and personalized customer service
- Increase customer satisfaction and retention

What distinguishes DXC Business Process Services: Life and Wealth?

- Cost-effective alternatives for open- or closed-block processing
- Proven methods for transitioning knowledge, policies, customer data and systems
- Visionary technology and operational best practices
- Flexible options and sourcing approaches
- Most comprehensive range of vertical-specific software and services of any technology provider in the insurance space
- Support for core insurance functions, including new business and underwriting, policy administration, customer service, claims, compensation, billing and payments, reinsurance, reporting, product configuration, and rules and calculations

Key benefits

- Transform your cost base and unlock reserves, while addressing the impact of rising operational expenses
 - Improve agility, market responsiveness and capital management capabilities to fuel growth
 - Mitigate financial and operational risk and provide future cost certainty
 - Scale as you grow with a modern technology platform comprising industry-leading components and insurtech innovation
 - Increase customer satisfaction and retention with modern contact center capabilities
-
- Access to in-depth knowledge of insurance administration and IT processes
 - Virtual-first approach to staffing, with 100 percent of our team enabled to work from anywhere

In action

DXC Business Process Services: Life and Wealth enables you to transform operations and drive significant value, facilitating quick entry into new markets, while accelerating and optimizing new product development.

For example, one insurer wanted to rapidly implement a business model selling direct to consumers through an innovative storefront approach. DXC enabled the customer to sell “insurance in a box” through a major big-box retailer. Results included faster product launches, simplified customer service and improved flexibility to reach new markets quickly and efficiently.

In another case, a large wealth management and insurance company needed to improve the effectiveness of its annuity administrative operations group and also to reduce back-office costs. DXC helped the customer achieve business growth and expense objectives by moving operations to global DXC operations centers for greater business continuity and workload balancing — realizing \$1 million per year in savings.

Business value

DXC is a leader in BPS, with more than 11 million life and wealth policies and contracts under management. DXC is the largest provider of BPS to the North American life insurance industry, while serving nearly 2,000 BPS and software customers globally.

Life insurance and wealth management companies that embed outsourcing into their operations gain cost savings, improve customer and agent experiences and reach new markets faster. You can choose full policy and claims administration support or discrete services to achieve your objectives.

Why DXC?

DXC has deep knowledge of the North American life and wealth space, and expertise in the internal processes and business challenges affecting you. We will empower you to drive revenue and market share, gain higher and more predictable service levels, and reduce costs.

Capabilities

- **Industry leader.** DXC insurance professionals in both our onshore and offshore operations have decades of BPS experience.
- **Flexibility.** Receive the best solution based on your BPS model, product needs and budget.
- **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.
- **Comprehensive support.** All lines of business can receive up to 24x7 support.
- **Broad capabilities.** Leverage DXC's broad capabilities and benefit from a partner and insurtech ecosystem that provide innovative next-gen solutions.

Learn more at
dxc.com/bpaas

Get the insights that matter.

dxc.com/optin



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](https://dxc.com).