

_experience the commitment



Policy Administration Outsourcing

DATA CAPTURE

UNDERWRITING

PRINT, MAIL & IMAGING

BILLING ACCOUNTING

PREMIUM ACCOUNTING

CALL CENTER

Solution advantages

CGI's Policy Administration services offer you the full benefits of outsourcing and end-to-end policy administration. Through outsourcing, you can:

- Focus on strategic competencies
- Reduce operating expenses
- Reduce the need to recruit, hire and train new staff
- Reduce IT investment
- Leverage CGI's specialized claims expertise and technology
- Maximize service efficiencies
- Improve customer satisfaction
- Increase profitable revenue growth

Our policy administration services deliver:

- Electronic information routing and a paperless environment
- Automated work prioritization and tracking
- Fast information retrieval
- Automated underwriting through standard and customized rules
- Extensive management reporting
- State-of-the-art print, mail and imaging centers
- Experienced billing and accounting professionals
- Flexible call center options

Leading-edge outsourcing solutions for policy administration

CGI offers comprehensive policy administration services designed to streamline your operations, improve efficiencies and save you money while giving you the freedom to focus on your core business. Our experts thoroughly understand the insurance business and the technology that can drive profitable growth. Using our proprietary software, we can automate the entire insurance policy lifecycle—from generation to renewal—based on your unique business requirements.

CGI's full line of services to property and casualty insurers include:

- Data Capture
- Underwriting
- Print, Mail and Imaging
- Billing/Premium Accounting
- Call Center

Data capture

Using leading-edge technology, CGI automates processes for capturing, managing and accessing customer information to reduce manual handling and promote a paperless work environment. Data can be captured via the Web or phone and electronically stored, updated and routed according to your specifications. A workflow queue keeps track of policy information and prioritizes work assignments, enabling you to check on the status of a transaction at any time and promptly handle customer inquiries.

Underwriting

CGI's underwriting system automates 80 percent of the underwriting process, ensuring your underwriting guidelines are accurately and consistently followed. The system offers a set of standard rules for managing your underwriting processes, along with the ability to develop customized rules based on your specific requirements. It also offers extensive management reporting capabilities to track underwriting decision-making and service levels.

Print, mail and imaging

Through streamlined workflows and state-of-the-art technology, CGI expedites the printing, distribution and imaging of policy documents. Our imaging services provide insurers with quick and easy access to electronically filed documents, reducing the need for paper and physical storage. By automating print and distribution processes, we help insurers to improve accuracy, productivity and customer satisfaction.

Leading-edge outsourcing solutions for policy administration

Billing/premium accounting

CGI's experienced professionals deliver comprehensive billing and accounting support services to improve your back-office efficiency and reduce your costs. We process one-time, monthly and quarterly payments, payments related to new business, endorsements and cancellations, commissions, credit card payments, overpayments, insufficient funds notices and stop payments. We also handle all accounts receivable and accounts payable functions.

Call center

CGI's customer service representatives have an average of more than five years of insurance experience and a successful track record of delivering policy and billing information promptly, effectively and courteously. We are highly flexible in setting up call centers for insurers, allowing you to choose the appropriate service standards and hours of operation to meet your unique business needs.

CGI's Business Processing Services

Policy Administration is part of CGI's Administrative Services solutions for the insurance, banking and government sectors. We offer a wide range of business process outsourcing and shared systems and applications services that deliver sustainable process improvements and tangible bottom-line benefits. Our services support many of the day-to-day operations that are critical but not core to our insurance clients' businesses.

For additional information

To find out more about CGI's Policy Administration outsourcing and software solutions, please contact your sales representative or CGI at 1-800-433-2452.

Corporate profile

CGI clients around the world gain the advantage of knowledgeable, dedicated partners working to develop and implement IT oriented solutions for business and technology challenges.

CGI is one of the largest independent information technology services firms in North America. CGI couples extensive industry sector expertise with a full range of services including strategic IT and management consulting, systems integration, and management of IT and business functions.

For more information, please visit our web site at www.cgi.com.

Business solutions through information technology™



ISO 9001 Certified

Key Alliances

- Computer Associates
- IBM
- Microsoft Certified Partner
- Microsoft Business Solutions Partner
- Oracle
- Peoplesoft
- SAP
- Siebel
- Sun