

\_experience the commitment



# Property and Casualty Overview

INTEGRATE

AUTOMATE

ACCESS

UPDATE

STREAMLINE

TRANSFORM

## The CGI advantage

CGI offers a full range of services, including consulting, systems integration, IT and business process outsourcing, as well as leading-edge solutions to help insurance companies overcome their business challenges and move ahead of the competition. Here are just a few reasons why our insurance expertise stands out in the industry:

- More than 800 insurance clients worldwide
- Strong P&C client base, including all of the top 15 P&C carriers and more than 75 of the top 100 P&C carriers
- More than 3,000 professionals dedicated to P&C clients
- More than \$200 million invested in developing P&C capabilities
- More than \$50 million invested in industry-leading solutions
- More than \$15 billion in direct written premiums processed each year by CGI or using a CGI solution
- More than 250,000 calls per year handled by CGI's call center
- More than 100 million images produced per year for insurers
- A CGI product or service is used in one form or another for every new insurance policy written in Canada

## Leading-edge services and solutions for the P&C industry

The property and casualty (P&C) industry is today facing some of the most significant challenges in its history—rising costs, heightened risks such as mold, asbestos and terrorism, increased regulatory accountability and reporting, expensive legacy system maintenance and enhancement, to name a few. Now more than ever, it is critical for P&C insurers to:

- Quickly bring new products to market
- Attract and retain loyal customers and agents
- Process claims swiftly and accurately
- Energize the underwriting and rating process
- Rapidly integrate mergers and acquisitions
- Improve processes and workflows
- Effectively leverage IT

Many carriers are responding to these challenges by partnering with CGI to achieve significant results.

### What we offer

With more than 26 years of insurance experience, CGI understands your business and the solutions you need to improve efficiencies, cut costs and drive revenue. We provide the expertise, depth, and flexibility needed to address all of your business challenges.

#### *Business Process Services*

- Call Center, First Notice of Loss, Claims Adjusting, Data Entry and Services, Underwriting, Special Investigation Unit, Subrogation/Salvage, Inspections, Engineering, Actuarial, Loss Adjusting/Loss Management, Investigation

#### *Enterprise Services*

- Human Capital, Finance and Administration, Document Management/Printing

#### *Consulting, Development, Systems Integration*

- Business & IT Consulting, Architecture, Emerging Technologies, e-Business, Integration/EAI, Development, Transformation

#### *Applications Maintenance*

- Application Maintenance, Support & Enhancement

#### *Infrastructure Management*

- Enterprise Computing, End User Computing, User Service Desk, Networking, Document Management/Printing

## Leading-edge services and solutions for the P&C industry

We also offer a wide range of solutions that streamline claims processing, policy administration, underwriting, billing, product introduction and customer/agent relationship management.

<b>Provide Distribution and Customer Contact</b>	Agency Support – CollaborativeEdge (CE) Direct (Web) – Intuitive, InsideOut, Ratabase, CE Call Center – Intuitive IVR – InsideOut
<b>Conduct Commerce (Rating/Quoting)</b>	Rating Engines – Ratabase (separate); InsideOut, RTM (integrated) Online Quoting – Ratabase, InsideOut Comparative Rating – Ratabase
<b>Control Risk</b>	Automated Underwriting – InsideOut Data Services – HITS, CTS, Scoring, All Claims Database Vehicle Inspections – Checkpoint
<b>Manage Business</b>	Policy Administration – GIOS, InsideOut, RTM, IW, CBD Billing – GIOS, InsideOut, RTM, UBS, Assure 2000, CBD Claims – GIOS, InsideOut, RTM, CBD Reinsurance – GIOS Reporting – MVR, GIOS, InsideOut, RTM

### Never Obsolete

CGI's industry expertise, solution portfolio and full IT and BPO services, not to mention our ISO 9001 and CMM Level 5 quality systems, make us second to none as a partner to the P&C industry. Our unique partnership approach—based on trust, flexibility and shared risks—coupled with the depth and breadth of our insurance experience and expertise delivers real business value.

*“Working with CGI, we will be able to stay focused on the core competency of our insurance business while benefiting from CGI's expertise and best-of-breed technology services. CGI is a company able to provide the thought leadership and strategic focus we are looking for in a service provider.”*

– NEIL UTLEY, CEO, COX INSURANCE HOLDINGS PLC.

To learn more about what we can do for your organization, please contact us at 1-800-433-2452, send e-mail to [insurance@cgi.com](mailto:insurance@cgi.com), or visit [www.cgi.com](http://www.cgi.com).

## Corporate profile

Founded in 1976, CGI is a world-class leader in information technology (IT) and business process services. Through our focused industry expertise in financial services, government, healthcare, telecommunications, utilities, retail, distribution and manufacturing, we offer end-to-end services including systems integration, strategic consulting, business solutions and the full management of IT and business functions.

Backed by a rich heritage, global delivery capabilities and a strong financial position, CGI has a solid track record of on-time, on-budget delivery and high-value repeat performance. Rooted in quality and management processes, our goal is to fully meet client objectives, serving as an accountable, flexible and objective partner.

We approach every engagement with one objective in mind—to help clients win and grow.

## 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