

# Future of Insurance IT

Insurance Information Technology (IT) is facing the perfect storm. In a rapidly evolving, increasingly digital world Insurers are struggling to adapt legacy IT environments to meet market needs. CGI have a proven track record in helping insurance organisations navigate to calmer waters, so the business can excel.

**Transformation is needed to achieve business strategy; operational excellence is its key funding mechanism. In the new world, the threat of new entrants comes from previously unforeseen global industries. Competitive advantage comes from 'Big Data' and predictive analytics on new and ever-evolving data-sets. New usage-based insurance models and social media act as a key interface to serve customers, manage brand, and influence the experience. All this whilst regulatory and environmental conditions remain dynamic and challenging.**

Successful transition is essential for long term survival. Sustaining an IT capability that can rapidly adapt to the changing needs of the business, provide the right IT foundations to fully exploit Digital, meet evolving regulatory requirements cost effectively and provide competitive differentiation in how you can engage with the customer, is essential.

CGI CIO Advisory and IT Strategy consulting have extensive experience of working with insurance companies to support them in transforming the value of IT to the business through;

- Utilising IT innovation to realise business value
- Sustainable alignment of IT to support business strategies and needs
- Definition, sourcing and implementation of the right solutions
- Improving IT operational effectiveness
- Provision of comfort to key stakeholders that IT execution strategies and initiatives are valid and effective

## OUR APPROACH

We take a holistic approach to transition that recognises that IT is a dynamic part of your organisation that has to maintain a high level of service to the business whilst going through change. We engage through the following logical viewpoints depending on where you are on your journey and what the right balance of change initiatives may be required.



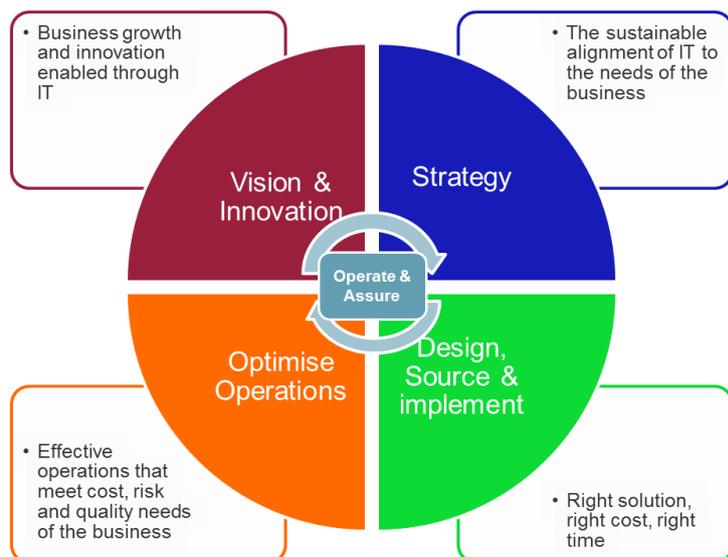
## WHAT OUR CUSTOMERS SAY

European leader in warranty services: We reviewed and enhanced their IT Strategic Roadmap to address long term legacy systems constraints.

*"CGI are the first consultancy that has carried the IT and Business community with you in aligning approach" CIO*

UK leader in premium finance where we developed a full Business and IT aligned strategic roadmap to enhance the business role in the customer journey and transition from a highly constrained legacy environment to a flexible modern architecture.

*"We selected CGI as you listened to our challenges and demonstrated that you could adapt your approach to our culture and environment for change" COO*



### Vision & Innovation

The emergence of new digital distribution channels and technologies, SMAC, (Social media, Mobility, Analytics & Cloud) is transforming the way customers engage and how Insurance organisations can innovate in how they go to market, operate effectively and meet the compliance needs of the business. CGI is at the forefront of IT innovation and adoption across industry sectors. We have proven approaches to enable innovation and adoption to fuel your agenda for change.

### Strategy

The alignment of IT to the needs of the business and how to execute transition to your desired status is a significant challenge. Within Insurance the need to address legacy system constraints and practices to establish the right capabilities for your organisation necessitates experienced guidance and support. CGI apply our execution pedigree and proven methodologies to guide you to the right outcomes.

### Design, Source and Implement

The IT solution landscape is continually evolving with winners and losers. CGI Consulting takes a technology independent view in the consideration of the best solutions and how to apply them to your challenges. We can support you in the definition of your requirements, identification and selection of the right solution through to full implementation support and/or assurance of delivery.

### Optimise Operations

The IT organisation and how it engages with the business to enable operational effectiveness and competitive differentiation is a continually evolving challenge. The efficient provision of IT capabilities that meet today's needs whilst developing tomorrow's is the conundrum that CGI excel in as a full end to end IT provider. We leverage this deep expertise to challenge you and guide you in enhancing how you execute your IT operations.

### WHY CGI

- We have a proven hands-on ability to apply deep execution experience through our consulting engagements
- An exceptionally strong track record in the insurance industry
- We work with 8 of the top 10 global insurers
- We work with 7 of the top 10 UK insurers
- CGI are the 5th largest independent business & IT firm. With our tools and partnerships we provide an end-to-end service to our clients including consultancy, system integration and outsourcing services

### ABOUT CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors.

Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects.

Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.

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