

A photograph of two men in business suits shaking hands in front of a window with horizontal blinds. The man on the left is younger with dark, wavy hair, and the man on the right is older with grey hair. They are both smiling. The background shows green foliage through the blinds.

**Business transformation  
40% cost savings & 15% improvement**





**Enhanced customer experience  
Digital-first CX transformation**

**Risk management & Quality control  
Technology point solutions like automated QC**

**Achieve seamless integration of technology into operations and  
enhance customer engagement with our suite of Insurance Solutions.**

# Insurance Solutions

Our suite of Insurance Solutions drives Business Process Excellence through a digital-first approach, deep specialty insurance domain expertise and technology point solutions to enhance customer experience, improve business effectiveness and increase efficiency with:

	New Business/ Underwriting		Policy Administration
	Claims Management		Billing & Collection
	Contact Center		Quality Control

## Data & Analytics

### Increased profitability and resource optimization with Business Process Management

1,800+ professionals dedicated to Insurance, processing 22.5M+ documents and 3.6M contact center calls

### Enhanced operational productivity and agility with Intelligent Automation

Suite of Solutions using RPA, AI, NLP, Machine Learning, Machine Vision and Automated Data Ingestion

### Reduced risk with automation and a Quality Control CoE

Combination of automation and data analytics to deliver 20X faster testing, 100% sampling coverage and 100% accuracy

### Superior customer experience with Omnichannel Customer Contact Center

24\*7 contact center operations with self care options supported by AI-enabled agents and humans

### Informed decision making with Data & Analytics

Data quality, master data management & governance, predictive analytics, cognitive & analytics blueprinting

### Core transformation and InsureTech platform

Duck Creek Policy Administration System (PAS) - product/LOB/State rollout. End-to-end execution model, on-demand resourcing, productivity tools, and knowledge management



# Core Capabilities

## Business Process Management

### New Business/ Underwriting

Application data entry/ review | Data validation  
Document verification | Pre & post underwriting review  
Policy setup | Agency Setup

### Policy Administration

Indexing | Policy Changes - Name/ Address/ Beneficiary, etc. | Endorsements & Renewals | Premium billing/ Follow up

### Claims Management

Indexing and Categorization | Claims Setup  
Eligibility Verification | Disbursements and Payments

### Billing & Collection

Billing | Reconciliations | General Accounting  
Collections

### Contact Center

Customer Service – Customer Inquiry | Endorsements  
Policy Changes | Claims - Customer Inquiry | Status  
Updates | Customer Satisfaction | Collections - Billing  
Inquiry | 30 & 60 Day Notices

### Quality Control

Automated QC | Manual QC

### Data & Analytics

Data Integration | Data Quality | Master Data  
Management | Data Governance | Business Intelligence

Life & Annuities

Lender Placed Insurance

Lender Placed Insurance

Closed Book Maintenance

Core Platform Transformation

## Case Study

### Centralized QC Driving Accuracy & Efficiency of Quality Audits of Disbursements for Property Insurance



**\$0.85MM Bottom-line Improvement  
For a P&C Insurance Client**

**29% Improvement In Call Resolution To Minimize  
False Placement Of Lender Placed Insurance**



**40% Cost Saving to a Europe Based  
Life Insurance Company**

## About Coforge Business Process Solutions

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge Business Process Solutions (Coforge BPS) offers services as well as digital platform solutions to its clients in multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers



Banking &  
Financial Services



Mortgage, Title Insurance  
& Property Tax



Insurance



Travel, Transport  
& Hospitality

# Coforge



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