

A success story in insurance policy administration

# Increasing Customer Satisfaction While Reducing Administrative Costs



## Benefits

of administrative and technical solutions from TAG and Perot Systems

- More than 30 years experience providing service to policy-holders and agents while improving business efficiency and profitability
- New-business, active, and closed-book processing
- Claims processing
- Support for life and health policies and annuities
- Business process solutions for finance & accounting and customer contact management
- Application solutions to extend the life and utility of legacy systems, enhance application functionality, integrate new technologies, and migrate to new platforms
- Infrastructure assessment, implementation, migration, project and program management, and security and support services
- Industry-specific strategy consulting, enterprise consulting, and management consulting

WHEN A LEADING LIFE INSURANCE AND ANNUITY COMPANY SOUGHT HIGHER LEVELS OF CUSTOMER SERVICE AND LOWER COSTS IN POLICY ADMINISTRATION, TAG, A PEROT SYSTEMS COMPANY, DELIVERED – IMPROVING THE SPEED AND QUALITY OF SERVICE WHILE REDUCING COSTS THROUGH CONSISTENTLY EFFICIENT PRACTICES AND CONTINUOUS PRODUCTIVITY IMPROVEMENTS.

### CHALLENGE

A century-old provider of life insurance, annuities, and financial services sought greater efficiency in its policy administration, looking specifically for a provider that could achieve higher service level targets, reduce policy administration costs, or provide a combination of both.

### SOLUTION

The insurance company turned to TAG to assume administration of more than 300,000 life insurance policies in a block of business having over 4,000 different insurance plans.

Using a proven, proprietary requirements-gathering methodology designed to optimize cost efficiency, time efficiency, and quality, TAG prepared a fixed bid that enabled the insurer to reliably budget for the cost of conversion to TAG's administrative system. Because of TAG's experience, methodologies, and best practices, it was able to assume policy administration in only 120 days, helping ensure continuity of customer service.



Put the people, processes, and technology expertise of Perot Systems to work for you. To contact an insurance industry expert, e-mail [insurance@ps.net](mailto:insurance@ps.net)

**Solutions for the Insurance Industry:**

**Consulting Solutions**

- Strategic IT Assessment
- TCO and ROI Analysis
- Project, Program, and Transition Management
- Quality Assurance Programs (ISO, CMMI, Six Sigma)

**Business Process Solutions**

- Administrative Solutions
  - New Business
  - Policyholder Service
  - Commissions
  - Accounting Services
  - General Accounting
  - Claims Administration
- Business Process Design and Reengineering
- Claims Processing
- Finance and Accounting Process Assessment
- Order-to-Cash and Procure-to-Pay Processing
- Document Management

**Applications Solutions**

- Application Development
- Application Management
- Application Migration and Reengineering
- Application Testing

**Infrastructure Solutions**

- Infrastructure Assessment
- Infrastructure Implementation & Migration
- Program Management
- IT Service Management
- Systems Automation
- Information Assurance Services
- Web Hosting
- Enterprise Computing
- End-User Computing

**RESULTS**

Through rapid conversion and continuing enhancements in productivity and service, TAG:

- Improved policyholder service by eliminating backlogged requests and achieving contracted SLAs within 65 days of conversion
- Accelerated response to policyholder financial requests by 300%, cutting response time from 30 days to 10
- Increased policyholder satisfaction by enabling callers to the insurer’s IVR (interactive voice response) system to choose a live service representative as a first option rather than a last resort. Previously, only 300 out of 10,000 policyholder calls monthly could be successfully handled by the automated telephone call-handling system alone
- Improved first-call resolution of policyholder issues to 80% of calls received
- Completed the conversion within budget and within the 120-day time frame
- Enabled the insurer to recover conversion costs within the first 12 months of the contract through newly reduced administrative costs
- Negotiated an annual administrative cost reduction to the insurer of no less than 2.5 percent – a share of the cost savings achieved through continuous productivity improvements

Most importantly to the insurer, TAG delivered on its promise of both increases in service levels and reductions in policy administration costs.

Find out how our experience and expertise can benefit your organization. Visit [www.perotsystems.com](http://www.perotsystems.com)



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