

Partnering to Optimise IT Investments



The Black Book Report ranked NIIT Technologies as No. 3 in the Insurance Industry

Insurance

The Insurance industry is in a state of flux, with organisations having to deal with discerning and demanding customers, ever changing user requirements and a highly competitive global landscape where attracting and retaining clients is a key imperative. Insurers are looking forward to partnering with solution providers that bring with them in-depth domain knowledge, skills and technical expertise, coupled with a deep understanding of the business.

Bringing in World-class Experience

We offer a range of solutions for the Insurance sector that enable carriers to maximise their financial and human capital investment and help them meet their tactical and strategic goals.

- Channel and Customer Interface Solutions
- Core Insurance Business Processes
- Enabling Insurance Business Processes

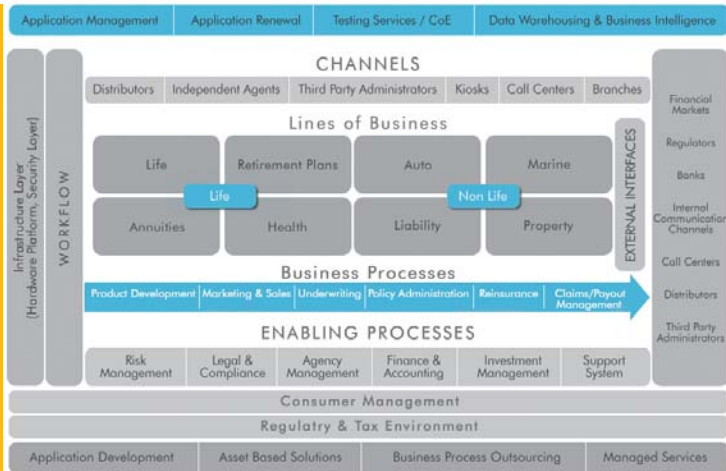
- Regulatory Compliance and Tax Environments
- Intellectual Property-solutions and Solution Accelerators
- Value Added Services

Our solutions enable you to optimise operational costs and enhance business competitiveness by addressing core business problems. NIIT Technologies has been servicing the Insurance industry for over 15 years. Our 2000 person years of experience, coupled with our domain capability development initiatives enable us to deliver innovative and timely solutions for Insurance carriers. We have received an 'Excellence in Education' award from LOMA in the years 2005, 2006 and 2008 for our highly focused life insurance domain capability development programme.

We have also won an innovative accomplishment award at the 2008 ACORD LOMA Insurance Systems Forum in recognition of our implementation of XML standards for a leading UK insurer, in an exceptional way.



The One-stop Solutions Umbrella for the Insurance Industry



Channel and Customer Interface Solutions

NIIT Technologies has implemented channel and customer interface solutions at various sites that address challenges related to distribution and commission systems. We provide offerings in the following segments: Distributor Extranet, Agent Portal, Third Party Administrator, CRM and Call Centre Portals, Kiosk Solutions and Web-based Order Systems.

Core Insurance Business Processes

NIIT Technologies' Insurance team partners with leading insurers across the globe to deliver Insurance solutions demanding deep domain expertise and technological competence. We enable our clients to align their IT systems with their business requirements, using solutions in the following core business segments:

- New Business Acquisition and Processing
- Underwriting
- Policy Administration
- Re-insurance
- Claims/Payout Management

Enabling Insurance Business Processes

Enabling and managing profitability with top line growth continues to be a top priority for global insurers. NIIT Technologies has developed expertise in providing IT solutions in the following functional areas:

- Risk Management
- Legal and Compliance
- Agency Management
- Investment Management

Regulatory Compliance and Tax Environments

Insurance regulatory requirements have continuously evolved and expanded over the last several years and now encompass more business and functional areas than ever before. NIIT Technologies has long-standing relationships with leading insurers in the US and Europe. Our Insurance domain experts have a sound understanding of the regulatory requirements of these geographies. We also help customers in identifying regulatory changes, evaluating and understanding their impact on existing business processes and systems, and complying with the requirements by providing support for effecting necessary changes in related IT and reporting systems.

Intellectual Property-solutions and Solution Accelerators

To help our customers to respond to the challenges inherent in a fast-paced market characterised by increased dynamism, NIIT Technologies offers IP-led Solutions and Solution Accelerators based on in-depth business knowledge and technical expertise.

- **IP-led Solutions:** Through its subsidiary, ROOM Solutions, NIIT Technologies offers the following Asset-based solutions to Commercial Insurers:
 - **Subscribe** - A Policy Administration System
 - **Exact Advantage** - A Risk Exposure Management Solution
 - **Acumen Advantage** - An Enterprise-wide Data Warehouse Solution
 - **RFS** - A Financial and Regulatory Reporting Solution
- **Solution Accelerators:** To enable clients to leverage our domain expertise, we have developed a range of solutions and technical Solution Accelerators including the following:
 - SOA-based Solution Accelerator for Commercial Insurers (IPF³)
 - Services-oriented Solution Accelerator for Life Insurers
 - Insurance Testing Framework
 - Knowledge Management Framework
 - Code Comprehension Framework
 - Consolidation Framework

Value Added Services

NIIT Technologies provides a host of value-added services to customers:

- E-transformations
- Document Management
- Product Evaluations
- Performance Assessments



Our Services Portfolio

NIIT Technologies provides a broad spectrum of integrated IT services to leading carriers in the Insurance industry. Our integrated service offerings provide multiple benefits of lower cost, reduced cycle time and improved service levels. Our broad portfolio of services includes the following:

■ Application Development and Management

- Application Development
- Application Management
- Application Renewal
 - Migration
 - Modernisation
 - Decommissioning
- Testing services
- E-commerce portal Development

■ Enterprise Solutions

- Package Implementation
- Managed Services

■ Business Process Outsourcing

- Global Information Systems
- Offshore Development Centre

NIIT Technologies' Edge

NIIT Technologies has bagged top honours and has been positioned among the Top 3 Outsourcing Vendors for the Insurance industry by the Black Book of Outsourcing. The ratings were based on a wide range of benefits we bring to our customers. These benefits include the following:

- **Domain Knowledge:** Our domain knowledge and the ability of our teams to take up leadership roles, enable clients to reduce knowledge transfer time, time-to-market of products and services and scale engagements quickly.
- **Relationship Focus:** NIIT Technologies' focus on incubating deep, trust-based relationships with clients is demonstrated by our long-term and mature engagements across the world. We have built an approach that ensures a strong relationship management orientation throughout the engagement.

- **Large Resource Base:** NIIT Technologies has one of the biggest Insurance resource pools in India, encompassing over 1000 knowledge professionals and consultants in the Insurance domain to address the needs of our customers. This enables us to readily provide talent with required skill sets and quickly ramp up customer teams with the required skills.

- **Quality Processes and Consulting Services:** Our strong commitment to quality is demonstrated by our adherence to global standards of software development processes, including SEI-CMMi level 5 ver. 1.2, ISO 27001 and ISO 20000.

- **IP-led Solutions:** NIIT Technologies, through its subsidiary ROOM Solutions, combines extensive knowledge of commercial insurance processes with IT expertise to build insurance software solutions that optimise the customer's business processes. ROOM's comprehensive insurance software suite consists of proven market leading components supporting best practice processes. The modules of the software suite can be implemented individually or be arranged to create a complete enterprise-wide operational platform.

- **Solution Accelerators:** Based on industry best practices and our extensive experience in the Insurance industry, we have developed innovative, domain-specific and quick-to-deploy Solution Accelerators on latest technologies for chosen areas of Commercial Insurance, Life Insurance, Insurance Testing, Knowledge Management, Code Comprehension and Consolidation.

- **Centres of Competence (CoCs):** NIIT Technologies has set up CoCs, where we work with alliance partners to develop expertise on platforms like Java, J2EE, .Net, TPF, Web Services, Open Source, Mainframe, Testing and Knowledge Management. The CoC teams enable clients to build proof-of-concepts (POCs) and design application architectures, which ensure high usability and performance.

- **Global Delivery Model:** NIIT Technologies has offices across the globe to address the needs of its geographically dispersed customers. To cater to the outsourcing requirements of overseas clients, we have state-of-the-art offshore development centres situated in New Delhi, Mumbai, Kolkata and Bangalore in India. Clients derive a significant cost advantage through our dual-shore execution model. We have set up ODC/DDCs for leading Fortune 500 companies.

- **Mature Knowledge Management Approach:** NIIT Technologies' Knowledge Management capability adds value throughout the life cycle of the project. Our customers also have the advantage of using our Knowledge Portal, 'Matrix' which helps them capture existing knowledge, quickly ramp up the team and provide flexibility in switching suppliers without losing critical knowledge of applications.



About NIIT Technologies

NIIT Technologies is a global IT sourcing organisation, with a footprint that spans North America, Europe, Asia, Middle East and Australia. Our focus on select industry verticals such as Banking, Financial Services and Insurance, Travel, Transportation and Logistics (TTL) and Retail and Distribution has helped us create differentiation through verticalisation. Our subsidiaries, NIIT SmartServe Limited and NIIT GIS Limited, offer Business Process Outsourcing services and GIS Solutions respectively.

NIIT Technologies employs over 5,000 professionals and follows global standards of software development processes. We have been assessed at Level 5 of SEI-CMMi, version 1.2, the highest maturity level of the Software Engineering Institute's Capability Maturity Model as well as Level 5 of the People CMM Framework. We have certifications from KPMG, UK and also conform to the ISO 27001 Information Security, Management Framework. Our Thailand operation conforms to international ISO 20000 IT management standards. NIIT SmartServe adheres to the highest quality standards such as COPC and Six Sigma.

NIIT Technologies has world-class development centres in New Delhi, Kolkata, Mumbai, Bangalore, Atlanta, London and Singapore. We also have a sound business continuity plan in place to address natural or accidental disasters at our development and operation centres.



Trust us to find the way

Corporate Headquarters

NIIT Technologies Limited
B-1/H-9, MCIE, Mathura Road, New Delhi - 110044, India
Phone: +91 (11) 4057-0700, 701, Fax: +91 (11) 4057-0933
Email: it.solutions@niit-tech.com
Website: www.niit-tech.com

North America

NIIT Technologies Inc.
1050 Crown Pointe Parkway, 5th Floor,
Atlanta, GA 30338, USA
Phone: +1(770) 551 9494, Fax: +1(770) 551 9229,
Toll Free +1(888) 454 NIIT

United Kingdom

NIIT Technologies Limited
5th Floor, Walbrook Building,
195, Marsh Wall,
London, E149SG, UK
Phone: +44(0)20 7033 5900
Fax: +44(0)20 7033 5961

DACH

NIIT Technologies AG
Zettachring 6, 70567 Stuttgart
Germany
Phone: +49 (0) 711/7287 5700
Fax: +49 (0) 711/7287 5720

Netherlands

NIIT Technologies BV
Siriusdreef 17-27
2132 WT Hoofddorp
Netherlands
Phone: +31 (23) 568 9263
Fax: +31 (23) 568 9111

ASEAN

NIIT Technologies Pte Ltd.
31 Kaki Bukit Road 3
#05-13 Techlink
Singapore 417818
Phone: +65-68488300
Fax: +65-68488322

Australia

NIIT Technologies Pty Ltd
Level 1, 51 Walker Street
North Sydney, NSW 2060
PO Box 1806
North Sydney 2060, Australia
Phone: +61 (0) 2 9963 0000
Fax: +61 (0) 2 8920 9869