NTT DaTa
Services

Enable End-to-End Third-Party Administration for Individual and Group Policies

Third-Party Administration Services by NTT DATA

Meet the industry challenges of today with the technology solutions of tomorrow

The global insurance industry is finally emerging from a combination of financial turmoil and economic uncertainty that has challenged life annuity insurance companies. Although the outlook has improved, your organization is still facing a rapidly changing marketplace with new products and regulations, growing expectations from today's on-the-go, highly connected customers, changing distribution systems and increasing technology demands, including utilizing big data and analytics for sales.

Insurance Third-Party Administration (TPA) Services by NTT DATA provide end-to-end business solutions to address these challenges. Our customized solutions include a wide range of products and services to help your organization with any short- or long-term strategic initiatives, including:

- Application processing and case management
- Agency management
- Commissions
- Call center
- Customer service
- Financial services
- Voluntary benefits services

- Comprehensive billing
- Policy maintenance
- Proof of existence
- Staff augmentation
- Reporting
- Analytics
- Social media

Key benefits:
- Straight-through processing solution can reduce processing costs and enable electronic intake
- Our team has completed more than 150 Lean and Six Sigma process improvement projects, helping reduce costs for customers (as well as organizations)
- New product launch methodology accelerates speed to market
- NTT DATA Insurance Services has migrated more than 2.2 million policies and helped reduce system costs

Our Insurance Services team has more than 1,500 employees around the world, providing consulting, TPA and application services for more than 50 leading life, annuity, property and casualty insurers globally.

Backed by technology enablers and experienced professionals, Insurance TPA Services can help your organization reduce costs and improve customer experience through:

- An end-to-end administration platform with a global delivery model
- Digital transformation
- Strategic new product launch
- Straight-through processing
- Sales and self-service portals for agents and policy holders
- Accounting solutions
- Comprehensive billing
- Electronic document management solutions
- Business and customer analytics and reporting
- Contact center transformation

We also offer business operations transformation through a workflow solution, the NTT DATA Business Process Management Suite, with features such as real-time audit, reporting and knowledge management, as well as award-winning robotic automation toolsets like the our Automated Full-Time Equivalent (AFTE).

LifeSys: powering the business of life

At the heart of our life insurance solutions is LifeSys, our rules-based platform for policy administration. It covers the complete insurance lifecycle, including new business, policy issue, administration, billing, correspondence, claims and reporting.

Our conversion methodology is based on experience successfully migrating more than 2.2 million policies. We have also developed a new product launch methodology using our experience launching several complex products, including more than 18 new products. LifeSys contains more than 53,000 plan codes and 26,000 products.

NTT DATA Insurance Services, a business partner for life

NTT DATA is the second-largest business process outsourcing (BPO) provider in the U.S., supporting more than 30 large life insurance customers and managing more than three million live policies and 26,000 products.

AFTE

Our AFTE toolkit automates complex business processes, reducing your manual workload. It includes more than 50 automated tools and workflows, such as web crawlers, batch download management systems and optical/intelligent character recognition tools.

Features include:
- End-to-end automation capability controlled through "process atoms"
- Stand-alone AFTEs can manage tasks without human intervention
- Seamless man-machine transition enables manual review of critical decision elements when needed

Visit **nttdataservices.com** to learn more.

NTT DATA