

# Claims Dashboard

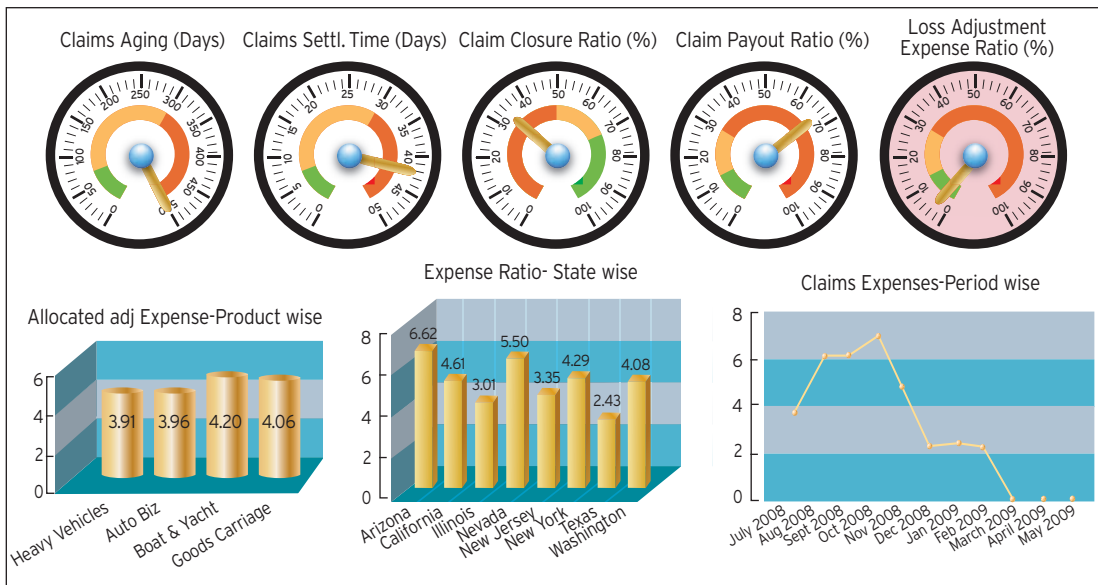
Property and Casualty (P&C) insurers across the world are increasingly becoming aware that having a comprehensive claims handling system alone is not a panacea to all their problems. To improve operational efficiency of their processes, contain losses and improve customer satisfaction, the insurers need to tap the claims systems data and convert it into intelligence. Organizations need to pin point the reason behind rising loss expenses and ratios without spending much time and effort on it. Manually embarking on an information mining exercise of such a nature would entail significant effort and cost, making it prohibitive.

## Claims Dashboard

Cognizant's Claims Dashboard is a solution accelerator to address the information and analytics needs of P&C claims processing. It is equipped with standard set of KPIs and measures capturing the essence of claims operational performance. The solution provides real time analysis of critical performance measures, vis-à-vis the targets set in accordance to your organizational goals. An easy to use drill-down mechanism makes it possible for you to zoom from a KPI to a particular claim, at the click of a button.

## Features of Claims Dashboard

- Easy configuration of dashboards and reports to suit the need of your business unit
- Easily Configurable for additional Roles, KPI and users
- Built-in Insurance data model covering the Claims function of P&C Insurance
- Technology-agnostic and can be implemented on any technology of your choice
- Access Control regulations at data and object levels
- Dashboards and Scorecards can be customized based on user's function and role
- Slice & dice Scorecards and Analytical Reports with multi-level drill-down to Operational data
- Industry standard Key Performance Indicators and Metrics to Plan-Track-Monitor performance efficiency
- Integrated with Workflow and Alert mechanism for Exception Management
- Flexible Data integration framework to handle customization to your organization's data structure
- Analysis of the KPIs individually against the targets set for each KPI in dimensions like



duration, line of business, product type, claim type and geography

- Ease of integration with any kind of source application

### Business Benefits of Claims Dashboard

- Measure and improve Claims performance - Improve Claim-handling efficiency, contain losses and Loss Adjustment Expenses and improve customer satisfaction
- Quicker Time-to-Market (about 30 to 60 days) to launch the dashboards and start reaping the benefit of the Performance Management Solution
- Multi-dimensional perspective of the key performance measures
- Rapid Implementation Methodology to offer a high ROI
- Scalable to meet requirements of all business areas of the Insurance domain

### Insurance Practice Overview

The analyst community points to Cognizant as having the industry's most mature and fully developed Insurance practice. Cognizant's Insurance practice consisting of over 8600\* associates is led by industry veterans possessing deep domain knowledge and awareness of the issues and obstacles facing

the industry that is unique to various regions. The practice leadership team has extensive experience in providing business and IT solutions to the Insurance industry in areas including Policy Administration, Claims, Billing, Legacy Modernization, Design/Implementation of B2B exchanges, System Integration of vendor packages and EAI (Enterprise Application Integration). Cognizant provides services to 14 of the top 30 Life and P&C Insurers across North America, Continental Europe and Asia Pacific regions.

### DWBI&PM Practice at Cognizant

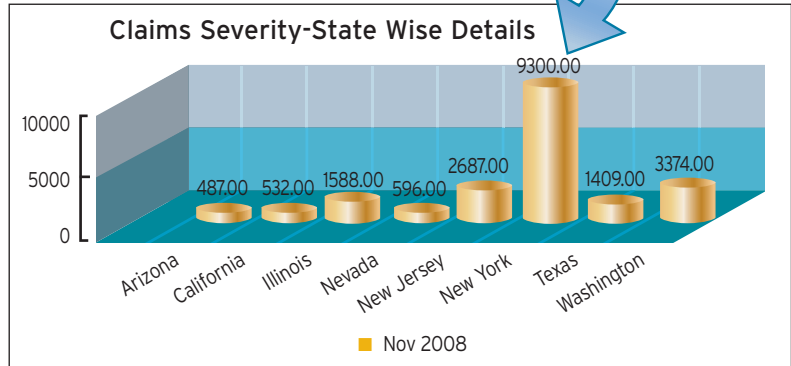
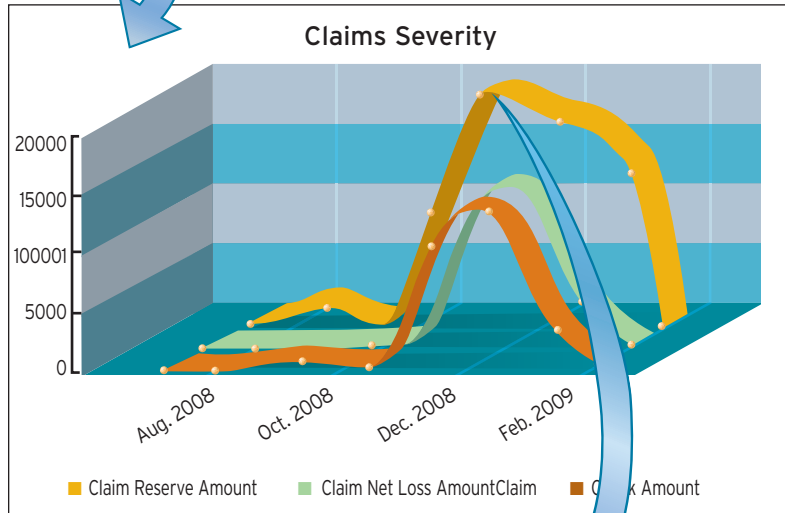
The Data Warehousing, Business Intelligence & Performance Management Practice is a single-point Center of Excellence within Cognizant for designing and deploying full-fledged DWBI&PM solutions. With more than 5,610\* consultants across the globe, Cognizant's award-winning DWBI&PM practice is at the forefront of partnering leading companies around the world in architecting pragmatic, business-focused, enterprise-wide BI solutions. The practice has been recognized for its role in enabling BI excellence through prestigious industry awards, including three Computerworld BI Perspectives Best Practices Awards, the DM Review Innovative Solution Award, the TDWI Award, the Cognos Performance Leadership Award, the Cognos Excellence Award, and the Informatica Innovation Award.

\* As of 30th April 2009

	All		California		Nevada	
	Actual	Target	Actual	Target	Actual	Target
Claims Aging (Days)	180.62	10 <span style="color:red">◆</span>	197.86	15 <span style="color:red">◆</span>	205.67	10 <span style="color:red">◆</span>
Claim Settlement Time (Days)	41.99	12 <span style="color:red">◆</span>	36.92	12 <span style="color:red">◆</span>	62.50	11 <span style="color:red">◆</span>
Claims Closure Ratio (%)	34.60	67 <span style="color:red">◆</span>	30.59			72 <span style="color:red">◆</span>
Claims Payout Ratio(%)	65.71	75 <span style="color:green">●</span>	16.67			77 <span style="color:green">●</span>
Loss Adjustment Expense Ratio(%)	4.05	2 <span style="color:green">●</span>	4.61			2 <span style="color:red">◆</span>
Claims Severity (\$)	321.81	416 <span style="color:green">●</span>	120.81	400 <span style="color:green">●</span>	63.67	370 <span style="color:green">●</span>
Claims Severity excluding Catastrophe Claims	21.02	259 <span style="color:orange">▲</span>	116.80	270 <span style="color:green">●</span>	63.67	370 <span style="color:green">●</span>
Loss Ratio (%)	31.34	54 <span style="color:green">●</span>	14.49	50 <span style="color:green">●</span>	11.56	56 <span style="color:green">●</span>
Loss Ratio excluding Catastrophe Claims	0.31	50 <span style="color:green">●</span>	0.14	48 <span style="color:green">●</span>	0.13	49 <span style="color:green">●</span>
Claim Frequency	106	53 <span style="color:orange">▲</span>	21	51 <span style="color:green">●</span>	6	55 <span style="color:green">●</span>
Claim Frequency excluding Catastrophe Claims	97	40 <span style="color:orange">▲</span>	20	40 <span style="color:green">●</span>	5	37 <span style="color:green">●</span>
Customer Satisfaction (Index)	3	3 <span style="color:orange">▲</span>	2	2 <span style="color:green">●</span>	2	2 <span style="color:green">●</span>

Configurable thresholds and tolerances

Drill Down Capabilities



## About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and 64,100 employees as of June 30, 2009, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings.

## Start Today

For more information on how to drive your business results with Cognizant, contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit our website at [www.cognizant.com](http://www.cognizant.com).



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