



Cognizant Digital Operations: Property & Casualty Insurance

**Transform operating models
to safeguard policyholders.**

Cognizant[®]

Today's property and casualty insurers are under pressure to launch new products faster, maintain clients annually and reduce costs.

To address myriad priorities, insurers need to transform operating models using digital platforms, automation and artificial intelligence (AI). These domains help speed product development, customers' sales and service needs, and renewal completions. Insurers must also apply managed services to lower total cost of ownership and minimize risk.

Cognizant is uniquely equipped to meet property and casualty insurers' needs by aligning people

and processes, delivering proven industry-leading platforms and providing enhanced customer experiences. We help insurers sell, renew and customize products faster to improve customer acquisition and retention and to optimize financial performance and profitability.

Learn why 13 of the top 25 property and casualty insurance companies work with us and why Everest named Cognizant a Leader in Property and Casualty Business Process Services.

How we work

Consulting

We help you reimagine operations to solve complex performance, customer experience and cost issues. Using a digital first approach to transformation, we bring together digital platforms, intelligent process automation, AI and other digital capabilities to improve operational speed, efficiency and agility.

Implementation

We bring your digital plans to life by transforming your processes, technology and workforce to minimize friction and reduce risk throughout your enterprise. Combining industry expertise with domain knowledge, we ease the pain of implementing digital operations.

Managed services

We simplify how you work and reduce your total cost of ownership through the combination of people, processes and technology delivered as a service. Implementing outcome-based commercial models, we share the risk and reward of achieving your goals.



Property and casualty insurers are simplifying 90% of core processes with business process services.

Our offerings and platforms

Cognizant® Digital Property and Casualty Operations

Combine our specialized P&C capabilities and digital expertise to transform your business, operating and technology models, supporting multichannel CX strategies while also reducing operating costs and improving efficiency.

Cognizant Optima MedWise™—Workers' Comp Medical Cost Management Solution

Improve your workers' compensation loss ratio with better control over medical benefits. Our treatment plan engine creates standard templates for bill review and uses evidence-based guidelines to enable you to make objective decisions.

Agency and Distribution Management

Transform business performance and support the rapid shift toward digital engagement channels with effective distribution management.

Policy Administration Support

Leverage full life cycle policy administration services across personal & commercial, life & group benefit and annuities & retirement services. We enable insurance carriers to achieve revenue growth while being operationally efficient.

Claims Management

Effectively cover the end-to-end claims life cycle with our customized and transparent offering. This includes first notice of loss (FNOL) to assessment, claims adjudication, subrogation, reserve management and payments.

Cognizant® Intelligent Process Automation

Elevate workforce productivity by automating specific functions and end-to-end business operations. Leveraging leading automation platforms, we partner with you to improve workforce productivity and streamline customer experiences to drive business performance and growth.

Cognizant® Digital Finance and Accounting

Transform finance and accounting operations into a value generator for your organization. Apply next-generation digital capabilities to enhance existing investments and turn procure-to-pay, order-to-cash, record-to-report and financial planning into valuable business insights.

Cognizant® Digital Customer Service

Achieve new revenue-generating opportunities for your organization with next-generation customer service. We enable you to deliver proactive, predictive interactions across all your customers' preferred channels to deliver more efficient, effective and enriched experiences.



Eight of the top 10 global insurers and 13 of the top 25 U.S. insurers rely on Cognizant solutions.

In the real world



A major U.S. P&C insurer needed an expert to take over its onshore and offshore operations from a poorly performing service provider. Working quickly, we **successfully stabilized operations within six months**. The call center and operations were transitioned to Cognizant delivery centers, and the client achieved a 30% migration time improvement and a 13% service level improvement.



A leading global insurance company wanted to cut costs and improve efficiency for its manually dependent, back-office processes. We **implemented robotic process automation to help the client save on operating costs** while reducing errors and boosting efficiency. As a result, it achieved a \$7 million savings by automating manual tasks and was able to reassign 800 employees to higher value work.



A global insurance carrier needed to better assess and manage workers' compensation claims. We collaborated with the insurer to **implement Optima MedWise™, a customizable treatment plan engine for automating claim processing, and combined it with trained clinical staff to review claims requiring intervention**. The client optimized claims handling and identified \$50 million in unnecessary/excessive claims within six months.

What sets us apart

Industry experience

Eight of the top 10 global insurers and 13 of the top 25 U.S. insurers trust and rely on us to solve complex business, operations and technology issues.

Digital talent

Over 6,200 property and casualty operations specialists help clients develop, implement and manage improved operating models and optimize customer experiences across North America, Europe and APAC.

Global delivery centers

Clients benefit from over 100 delivery centers located across the world, strategically positioned to provide cost-effective and integrated near-shore, offshore and onshore managed services, innovation labs and centers of excellence.

Digital ecosystem

Our business is uniquely organized across digital business, digital operations, and digital systems and technology to provide clients everything they need to tackle enterprise-wide digital transformation and gain an edge over their competitors' niche capabilities.

Alliances

We maintain over 248 partnerships with industry-leading technology companies and routinely grow capabilities and upskill associates to keep clients' solutions at the forefront of industry innovation and breakthrough digital technology advancements.

Subscription services

Managed services are backed by outcome-oriented commercial models that help clients instantly lower total cost of ownership and provide simple and predictable pricing, similar to today's leading consumer subscription services.



Cognizant—a recognized leader

FORRESTER®

Leader in Robotic Process Automation Services
Q4 2019 Vendor Assessment

Everest Group®
PEAK
MATRIX™

Leader in Business Process Services Delivery
Automation 2018 Vendor Assessment

FORRESTER®

Leader in Digital Process Automation Service Q3 2018

Everest Group®
PEAK
MATRIX™

Leader & Star Performer in P&C and L&C Insurance
Digital Operations 2018 Vendor Assessment

 NelsonHall

Leader in P&C for Insurance Digital Operations
2018 Vendor Assessment

 HFS Research

Winner's Circle in Insurance Digital Operations
2018 Vendor Assessment

By the numbers

12+

global P&C delivery centers

6,200+ associates

supporting P&C clients

Servicing **40+**

large portfolios for P&C clients

Ranked **193**

on the Fortune 500

20+ million

policy administrator transactions
processed annually

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About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](#).

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