

TURN RESOURCE HOGS INTO BANKABLE OPPORTUNITIES.

Wipro delivers 50% cost savings on operations for a UK-based leading life and pension provider.



Industry Landscape

To deal with growing market competition, insurers are increasingly looking to substantially reduce operating costs while linking it with business outcomes, improved service levels, and transferring risks to strategic partners to maximize profitable growth.

Client Background

Based in the UK, the client is a leading life and pensions provider.

The Opportunity

- Process new business applications faster with high underwriting quality
- Reduce policy servicing cost, capacity augmentation and better customer service
- Grow international business with least cost implication, better customer service and consolidate the operations using hub and spoke model

However the operation faced a huge capacity constraint and was challenged to take up the surge/ fluctuations in the volumes. Processing of customer requests were scattered around in various markets leading to low efficiency, lack of control and poor quality of service. The need was for consolidation. High Turn Around Time (over 3 days) for new applications and low underwriting quality (less than 95%) was leading to poor customer satisfaction.

High turn around time for new applications and low underwriting quality was leading to poor customer satisfaction. Worse still, the client was operating at a cost that reduced competitiveness. Wipro's engagement resulted in a productivity gain of 40% as well as cost savings over 60% just in underwriting.

Solution

The client engaged Wipro as a strategic partner of choice to cater to end-to-end servicing including New Business, Underwriting, Customer Service, Policy Admin, Claims and Agency Servicing processes for Protection (Individual and Group), Pensions, Annuity, and Savings and Investment Products. Wipro used:

- Robust transition processes, operating procedures and business requirement
- Strong operational levers were put from day 1: SOP, FMEA, Domain lead training, quality systems
- Value stream mapping, Transaction monitoring and Six Sigma/Lean projects executed – targeted to reduce TAT and enhance quality
- IT BPO synergy- faster product launch, timely response to regulations, enhancements leading to faster time to market and higher customer service
- Resources were deployed covering wider market opening and closing times
- Multi-skilled resources to handle volumes variation dependent on market fluctuation
- Internal volume forecast to supplement client's forecast and capacity planning
- Innovative pricing model using transaction based pricing

Business Impact

Wipro has an ongoing engagement of 8+ years with the client with a team size of 400+ handling end to end new business applications including UW up to GBP 500,000 and authorization of Life and Pension Claims up to GBP 200,000.

- Delivered cost savings of more than 60% in UW and > 50% overall, enabling client to offer their products at very competitive prices. > 55% saving for client TOC for closed book servicing
- Underwriting accuracy increased to 99% from past level of 95%
- 40% productivity gain through operational efficiency
- All service levels being met on Quality as well as TAT.
 - Turn around time reduced from 4 days to 2 days for UW; Policy issuance avg. TAT reduced from 30 days to < 22 days
 - Achieving an average of 97% quality against a target of 90%
- Transaction Accuracy of more than 97% against target of 95%

Wipro's Insurance Practice

Wipro's Insurance Practice works with 35+ global insurers including many among the Top 500 organizations. Our customers include 4 of the top 6 P&C carriers in the world, 2 of the top 5 health insurance and services providers globally, and 4 of the top Life, Annuity & Pension carriers in the world. Our offerings cover the entire spectrum of the insurance value chain - from Sales & Distribution, Policy Administration and Claims - straddling across Life and P&C markets, and delivered by over 6000+ dedicated resources. Our expertise in Business Advisory Services, our Solutions and our Centers of Excellence reflect our commitment towards building the Future of Insurance.

About Wipro

Wipro Technologies, the global IT business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro Technologies delivers winning business outcomes through its deep industry experience and a 360° view of "Business through Technology" – helping clients create successful and adaptive businesses. A company recognised globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro Technologies has 120,000 employees and clients across 54 countries.

For more information, write to us at info@wipro.com

DO BUSINESS BETTER

WWW.WIPRO.COM NYSE:WIT | OVER 120,000 EMPLOYEES | 54 COUNTRIES | CONSULTING | SYSTEM INTEGRATION | OUTSOURCING

WIPRO TECHNOLOGIES, DODDAKANNELI, SARJAPUR ROAD, BANGALORE - 560 035, INDIA TEL : +91 (80) 2844 0011, FAX : +91 (80) 2844 0256

North America South America Canada United Kingdom Germany France Switzerland Poland Austria Sweden Finland Benelux Portugal Romania Japan Philippines Singapore Malaysia Australia