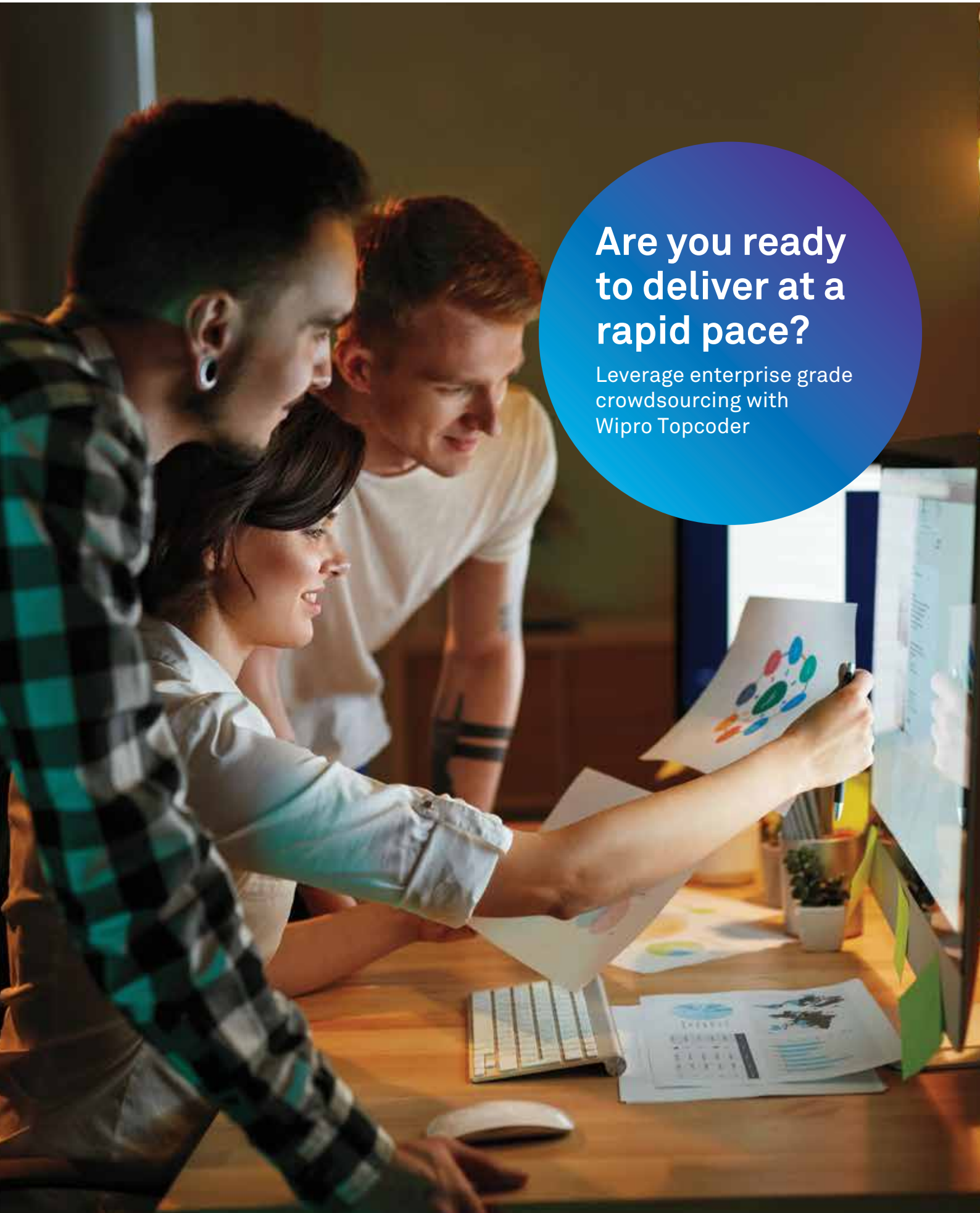# Are you ready to deliver at a rapid pace?

Leverage enterprise grade crowdsourcing with Wipro Topcoder

The insurance industry is experiencing significant challenges due to the direct or indirect impact of this crisis on its customers and other stakeholders. Some of these critical concerns include:

- High volume of customer calls seeking coverage clarification and filing claims

- Adjuster and claim staff bandwidth spent to assess claims and get needed data and insights

- Underwriters providing extended support to brokers and agents on new or renewal business

To cope with these challenges and respond to the situation, insurers need to adapt to a completely new and different mode of working. This involves transitioning operations to a rapid, effective model which ensures employee safety, business continuity and a positive customer experience. To enable this transition, it is critical for insurers to be able to quickly come up with some new capabilities or enhance some of their existing capabilities. These new capability developments may range from launching new features on the company's website, mobile application, or other customer engagement platforms to enhance existing application capabilities across the front, middle, and back office operations.

To achieve these outcomes in a short period of time, insurance executives must have access to talent with deep expertise on various technologies ranging from Cobol, C and C# to Salesforce, R, and Python, as well as everything in between. In addition, they will also need the ability to test and configure these newly developed features and processes.

Key considerations for insurers to adopt Rapid Development platforms

- Quick front-end design leveraging the collective creativity of crowdsourcing

- Rapid development short sprints with multiple teams competing to win your approval

- Gain new emerging patterns to be recognized by data scientists across the globe

- Fast and flexible quality assurance for performance, regression, and peak load conditions

- Deliver empathetic and fact-based response at each customer touch point

Value drivers

- New capability build-out and deployment to respond to COVID-19 issues quickly

- Digital capability to respond to evolved needs of insured, agents and brokers rapidly

- Use claims analytics to respond to the surge in volume of claims accurately

- Evaluate all new developing insurance business scenarios and test them economically

- Leverage analytics and AI solutions to improve overall customer insights holistically

Insurers need to adjust to a rapidly changing landscape where the rules of the marketplace are changing by the day. This means having the flexibility of a workforce that is available 24 x 7, with the necessary skills to work in any software environment. Wipro's Rapid Development Team on its Topcoder platform is the answer you are looking for.

Wipro's Topcoder platform

Life is now on-demand and everything is remote or virtual. We believe that the way you access talent should be just as simple as your favourite ride-share app. With more than 15 years of enterprise expertise, Topcoder is the global leader in helping enterprises use crowdsourcing at scale to execute on projects faster.

Our 1.6 million strong workforce is well distributed across the globe and we are able to stitch together high performing teams to suit your specific objective.

The Topcoder Community

Topcoder is home to the world's largest network of designers, developers, data scientists and quality assurance engineers.

The Topcoder Community includes 1.6 million members from around the world

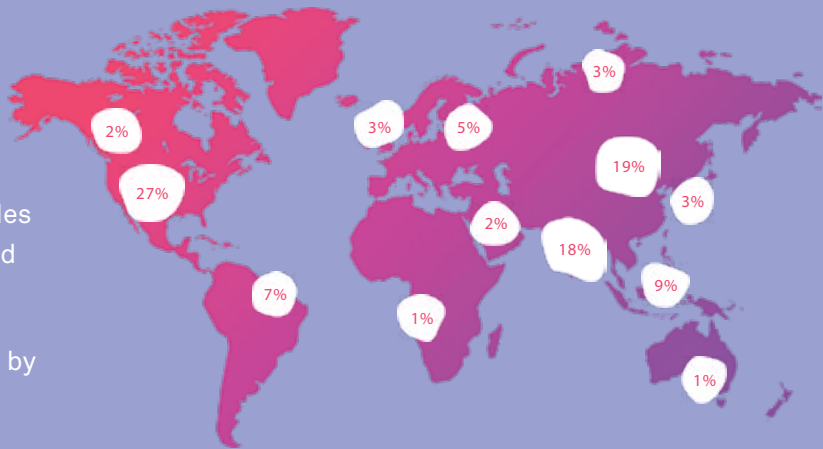The Topcoder Community grows by more than 10,000 members per month through word of mouth.

Figure 1: Overview of Topcoder community

Where to leverage Topcoder

We have successfully delivered projects for leading insurance firms on the following 4 capabilities:

Applications, digital design, and multi-channel portals

Quality assurance and testing

Analytics, AI, and data science

Last mile integration and deployment

	Data & AI for Personalization	Voice First Insurance	Digital Only Insurance	Big Tech Threats	Blockchain & Distributed Ledger	Cloud
Data Science & Analytics	• Data Visualization • Algorithm Optimization • Predictive Analytics • Chatbots • ML/Regression • Ideations • Data Engineering • Computer Vision	• Voice Recognition	• ML • OCR • Data Visualization • Fraud Detection	• Customer Behavioral Analytics	NA	• Data Visualization • Application Migration Analytics
Design & Development	• Application Backend Development • UI/UX Rapid Prototyping • Application Concept • Ideations	• API(creation & integration) • Application Concept • Ideations	• API(creation & integration) • Wireframes • Design Tasks • Micro services • Customer portal back-end development • App end to end development • Application Concept • Ideations	• UI/UX Optimization	• Blockchain architects • API(creation & integration) • Application Concept • Ideations • Application Design & Development	• Containerization • Application Design
QA Testing	• Performance Testing	• Bug Hunt & Bashing	• Mobility Testing • Performance Testing • Bug Hunt & Bashing	• Mobility Testing • Performance Testing • Bug Hunt & Bashing	• Performance Testing • Bug Hunt & Bashing	• Performance Design

Figure 2: Categories of Topcoder capabilities

How to use Topcoder

SOLUTION: FOR A PROJECT

YOU HAVE A VISION
USE OUR TALENT TO REALIZE IT.

Execute your digital work with incredible speed and incredible talent. We pair access to our industry-leading community with a simple-to-use digital platform

Start sooner and get done faster with Topcoder Solutions

ENTERPRISE OFFERINGS: EXECUTE A PROGRAM

UNLEASH THE GIG ECONOMY

We pair our world-class plztform with enterprise services, and our global community of over 1.5 million designers, developers, data scientists, and testers.

World Class Platform + Global Topcoder Community + White Glove Services = Talent at Scale for Your Enterprise

How to bring Topcoder output into the enterprise

- Use stringent quality standards to green light the acceptance of Topcoder project output

- Engage Topcoder project manager and key developers with the current staff to develop an integration and deployment plan for the developed asset

- Provide VPN access to a few background verified Topcoder developers to enable necessary and critical enhancements and validate the code in your environment and with your data

- You can also make Topcoder developers responsible for maintaining the product they developed by making them an integral part of your extended virtual team

- Bring in Topcoder experts to help increase the adoption of leveraging crowdsourcing teams in your enterprise through hackathons, design thinking workshops

Topcoder provides necessary IP protections and security for the client.

Protecting your intellectual property

Topcoder protects customer IP on every transaction—from contractual protections to work atomization to obfuscating client data used in challenges.

Member agreements

All community members agree to terms when they join Topcoder and every time they compete. Additional agreements can be enforced

Client security

Projects are atomized into small units of work, so members never have visibility into the complete solution or requirements.

Code security

All code is peer reviewed and measured against a technology specific scorecard. Submissions are scanned for viruses, security, and compliance.

Member incentives

Topcoder Community members take their ranking, reputation, and time investment in the community very seriously.

Benefits of Topcoder

Leading companies—from Fortune 100 enterprises to growing organizations—use Topcoder to access hard-to-find skills and get more digital work done.

Hard to find skills

Topcoder gives you access to a virtually limitless pool of talent that works 24/7, including public holidays.

Speed of delivery

Run multiple simultaneous work streams on Topcoder to deliver your technical pipeline up to 3x faster.

Guaranteed quality

The community gives you multiple deliverables to choose from, and you pay only for results—not hours.

Productivity gains

Topcoder's model requires one-third the number of traditional FTEs to deliver the same volume of output.

● **Wipro Limited**
Doddakannelli, Sarjapur Road,
Bangalore-560 035,
India

Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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