



P&C Business Process Services

Run smarter insurance operations with DXC

Extend your capacity. Transform how the work gets done.



Today's insurers face rising operating costs, workforce shortages, regulatory complexity and pressure to modernize operations without disrupting the business. DXC Technology helps Property & Casualty (P&C) insurers reduce operational burden, improve service performance and accelerate transformation through insurance-specific business process services (BPS) and AI-enabled workflows. These AI-enabled workflows help insurers automate intake, improve underwriting, accelerate claims resolution and enhance compliance without replacing existing core systems.

Key benefits

- P&C-native talent with solutions built exclusively for insurers — not generic BPS
- Proven longevity and operational maturity across carriers, MGAs, TPAs and self-insureds
- Flexible engagement: single service, end-to-end, or anything in between
- Onshore or offshore delivery options with rigorous governance and data security

Insurance expertise that drives better business outcomes

Run the day-to-day work of your business, from policy and claims to billing and audit, with an operations partner that offers purpose-built solutions for insurance operations. DXC P&C BPS helps carriers, managing general agents (MGAs), third-party administrators (TPAs) and self-insured organizations reduce operational costs, scale efficiently, improve service levels and accelerate transformation through insurance-specific expertise, operational excellence and AI-enabled workflows, all without disrupting the systems and teams already in place.

Engage a single service, any combination of services or a full end-to-end operating model under one accountable partner. The DXC P&C BPS portfolio includes hundreds of services across the following capabilities spanning the entire carrier, MGA and TPA business:

New Business and Underwriting Support. Submission intake, data enrichment, inspection review and referral triage that accelerate speed-to-quote and let underwriters focus on risk selection and pricing rather than data handling.

Policy Administration and Servicing. Issuance, endorsements, renewals, cancellations and reinstatements executed with disciplined SLAs to keep books clean, in-force and audit-ready.

Premium Audit Support. Back-office audit operations including entry, quality review, class code and experience-mod validation, and adjustment processing; the disciplined middle-office work that turns completed audits into accurate, defensible premium. Complements your field audit function or existing audit vendor without duplicating customer-facing engagement.

Claims Operations. FNOL intake, triage, claims-handling support, claim status and contact support, document management, and subrogation support; the high-volume operational work that keeps claim files moving and adjusters focused on complex decisions.

Why DXC P&C BPS?

- Insurance expertise backed by 50+ years of industry experience
- Skilled, dedicated FTEs
- Unique combination of insurance operations, technology and managed services
- AI-enabled workflows focused on measurable business outcomes
- Modernization without disruptive rip-and-replace initiatives
- End-to-end or a la carte support across policy, billing, claims and customer service operations
- Flexible delivery models aligned to insurer priorities
- Proven ability to help insurers improve efficiency, service and operational performance
- DXC P&C BPS can work with its own IP like Assure POINT or other vendor solutions — no need to move to new platforms like Duck Creek, Guidewire or Majesco

Billing, Payments and Collections. Lockbox, ACH, reconciliation, commissions, 1099s, escheatment and refunds; accurate cash application and clean receivables that keep finance and operations aligned.

Bureau Reporting. Statutory policy and claim data submissions to industry bureaus, state departments and cat funds, including workers' comp unit statistical and detail claim reporting, personal and commercial auto stat reporting, and industry claim database contributions.

Compliance. DOI complaint response, criticism resolution, market conduct exam support and regulatory correspondence; protecting your market conduct standing across every state you write in.

Document Management. Inbound imaging and indexing, print and mail production, archival, and USPS delivery; a full-document-life-cycle service that eliminates paper as an operational constraint.

Finance and Accounting. Statutory financial reporting, general ledger and close support, escheatment, 1099 processing, and select tax and regulatory filing support. Extends your finance function without expanding your finance team.

Contact Center. Omnichannel support for policyholders and agents across the full P&C service portfolio, delivered as a white-labeled extension of your brand with a consistent experience across every customer interaction.

Operational Excellence. Standard operating procedures, knowledge management, quality management, workforce readiness and continuous improvement; the operating discipline that makes every service reliable, repeatable and measurable. Includes process automation (RPA, IntelOps and applied AI) that delivers compounding productivity gains.

Quality Assurance and Testing. Functional, regression and integration testing, UAT coordination, and test automation development for DXC Assure and third-party P&C systems; protecting release quality and reducing leakage of defects into production.

Application and Platform Services. Business-hours and 24x7 application support, configuration and platform administration for DXC Assure and third-party P&C systems, keeping the technology that runs your business running.

Ready to improve performance, increase capacity and accelerate transformation? Contact us to explore what's possible.

Learn more: dxc.com/insurance



DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on dxc.com.