

## DXC Assure BPM

Improve policyholder satisfaction and operational efficiency with a pre-integrated, highly automated, full-policy-life-cycle insurance workflow solution

Combining DXC Technology's insurance expertise with ServiceNow's platform of action, DXC Assure BPM integrates artificial intelligence (AI), data and workflows to reduce process debt, enhance operational efficiency and improve customer satisfaction. Fully integrated with DXC Assure Platform, the solution unifies disparate systems and automates processes across the entire policy life cycle.

### The challenge: Legacy systems constrain growth

The insurance industry is experiencing rapid transformation driven by evolving customer expectations, regulatory changes and competitive pressures. However, many insurers are hindered by processes and workflows that are rigid, manual, slow and prone to errors. These processes often rely on disparate legacy systems and siloed data with limited integration capabilities, which impede customer satisfaction, growth and profitability.

### DXC Assure BPM: A modern workflow solution

DXC Assure BPM is a pre-integrated, highly automated insurance workflow solution. Combining DXC's industry-leading solutions and expertise with ServiceNow's AI capabilities and workflows, Assure BPM supports the full policy life cycle, including policy administration, billing and payment, new business and underwriting, and claims management.

### DXC Assure BPM features

- **Enhanced AI capabilities** to automate back-office policy administration and free up resources to focus on innovation and customer service
- **Purpose-built workflows** based on DXC's 40+ years of insurance experience and ServiceNow's AI and workflow technology
- **AI-driven, self-service, persona-based portal** for policyholders that delivers a personalized customer experience with faster, more accurate resolution to requests
- **End-to-end management** of the entire policy life cycle, from application to claim settlement
- **Flexible architecture** that adapts to changing business needs with a modular and scalable platform
- **Fully integrated with DXC Assure Platform** providing advanced security, API integrations, and data management and governance

#### Key benefits

- **Reduce process debt and improve operational efficiency**
- **Enhance customer service, satisfaction and retention**
- **Accelerate product development and time to market**
- **Gain a competitive edge in the marketplace**
- **Robust integration capabilities** to integrate seamlessly with other DXC or third-party systems
- **Scalability** to handle large volumes of policies and transactions without compromising performance
- **Cloud-based delivery** for reduced infrastructure costs, improved scalability and enhanced security



## DXC Assure BPM business value

- **Improve customer experience.** Deliver an improved customer experience through a digital-first, AI-driven, 24x7 self-service portal with access to all insurance data, processes and documents. Resolve customer requests faster and more accurately.
- **Reduce process debt.** Eliminate 30% – 40% of operational costs spent on manual processing and reduce process cycle times 30% by streamlining operations and automating routine, low-value tasks.
- **Optimize processes.** AI-driven process mining and optimization allows carriers to monitor and analyze all processes and identify opportunities for improvement.
- **Reduce risk.** Protect insurers and their customers from fraud with integrated machine learning AI.
- **Enhance decision making.** Gain insights into business performance with advanced analytics.

- **Future-proof the business.** Adapt to changing market conditions and business needs with a flexible and scalable platform.
- **Reduce time to value.** Build processes in 80% less time using prebuilt workflows.

### Why DXC?

DXC Technology's experience in software and operations is unrivaled in the insurance industry:

- **Presence and scale.** DXC has served the insurance industry for more than 40 years, with more than 1,000 customers and dozens of active customer communities. Millions of policies are administered on DXC's life and annuity software.
- **Software development.** DXC's global scale in insurance, breadth of services, intellectual property and insurance expertise are unmatched. DXC has all the necessary capabilities in-house: software, implementation services, conversions, BPS, best practices and IT/business transformation skills.

- **Tested and proven.** DXC is the largest provider of life business process services in the United States, running operations for 30 life insurers. We understand the challenges of managing insurance operations and the critical process pain points. We bring our industry expertise, experience and knowledge to our software and BPS customers.
- **Administration.** DXC administers more than 13 million insurance policies across the globe using DXC-developed software.
- **Next-generation digital focus.** DXC's next-generation offerings are based on cloud infrastructure and modern digital technologies, supported by more than 14,000 insurance-focused professionals who enable insurers to build a digital future while transforming their legacy business.
- **Size, strength and innovation.** DXC's size and financial strength enable us to deliver industry innovation year after year, helping insurers grow digitally and transform their existing IT environments.

Learn more at [dxc.com/lifeandwealth](https://dxc.com/lifeandwealth)

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### About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).