



MOBILE INSURANCE SOLUTIONS

AT A GLANCE

- Extend Business Services to Mobile Devices
- Attract New Customers Who Need More Self-Service Options
- Increase Agent and Policyholder Satisfaction
- Modernize Your Customer Service Tools

Provide Anytime, Anywhere Access

Take advantage of the mobile world and break down the barriers between systems and people wherever they are.

CSC's mobile insurance solutions combine our rich mobile applications with strategic consulting and managed hosting services to offer busy insurance executives, employees and consumers anytime-anywhere services on mobile devices.

CSC can help you plan, build and manage mobile programs that improve policyholder satisfaction, reduce costs, increase productivity, reduce risks and promote new business growth.

Get Your Mobile Strategy on Track

Insurers have more options for mobile technology projects, and selecting the right course for your unique company can mean the difference between success and failure. Our consulting team supports mobility roadmaps, mobile enterprise assessments and business plans. CSC can help you at any point in the process — whether you're planning your mobile strategy, retooling or expanding an existing mobile program. We support:

- Mobility roadmaps
- Performance optimization
- Application/infrastructure modernization
- Enterprise resource planning
- Cloud computing
- Mobile workforce rollout.

Go Hands-Free with CSC Hosting

Focus on your business. We'll focus on keeping it running cost-effectively. With CSC's managed hosting services, you can employ our vast experience and expertise in managed desktop, messaging and collaboration services to help you reap the benefits of feature-rich mobile business productivity applications now available.

CSC's hosted mobile application services provide:

- Managed hosting
- Smartphone deployment, production support and service management
- Performance optimization
- Service desk and end user support.



Help Your Mobile Applications Evolve

Our mobile insurance solutions use CSC's core service-oriented architecture to deliver self-service capabilities that easily and quickly extend your existing enterprise insurance systems. As with all of our technology, we continually invest in mobile application research and development — and Customer Community involvement — to anticipate and build new business models that will connect agents, consumers and carriers around the clock, wherever they may be.

Seize New Opportunities

Mobile is an emerging channel that carriers must address — or miss out on opportunities for driving growth and enhancing relationships. With CSC, you can meet the demand for robust applications that your employees and consumers are expecting, and tap into new markets that also have high expectations of mobile capabilities.

- **Enable business growth.** Mobilize agents to better sell and cross-market. Empower carriers to reach new demographics.
- **Improve operational efficiencies.** Reduce customer service calls by improving self-service options and pushing more to agents who can employ the touchpoint.
- **Increase agent and consumer satisfaction.** Access more information, anytime, anywhere. Offer more flexibility to make it easier to do business with your company.
- **Facilitate loss control management.** Support onsite claims capture with flexible and immediate access to information including integration with third parties.

Rely on Customer-Focused, Multi-Level Security

CSC's mobile insurance solutions permit secure and controlled content delivery, which includes access control based on roles and rights, encryption during transmission, and the protection of private or sensitive information. Mobile solutions deliver content from multiple business systems, which requires the integration of multiple user profile and security systems. Security access control and integration are achieved through:

- Identity and trust management — User-profile and identity management independent of the underlying information systems
- SSO, trust and federation — A consolidated, controlled entry point for a federation of multiple security and identity management systems, and single-sign-in access to multiple information and business systems
- Role-based access control — The association of workflow and business processes to user roles and rights

- Policy and provisioning — Management of security and access policies and provisioning, such as password patterns
- In-flight and at-rest data protection — The protection of data privacy through in-flight data encryption and at-rest device and server-side data protection
- Partitioning and infrastructure — Monitoring and network topology best practices together with entry-point and boundary defense.

Achieve End-to-End Integration

CSC's mobile insurance solutions give you the option of installing the software in-house or using a cloud computing strategy to access it as a service. Either way, we can extend your employees' ability to access corporate data. As an end-to-end systems integrator, we ensure that not only are the applications and infrastructure integrated, but also that the IT strategy is closely aligned with your business goals.

Employ Insurance Industry Expertise

CSC's mobile insurance solutions allow you to take advantage of CSC's deep experience in insurance applications. We understand the requirements for security, scalability and performance in insurance operations, as well as the need to provide distinctive customer services.

With more than 100 successful mobile projects completed, CSC has the experience and industry expertise you need to support your mobile initiatives.

To learn more about CSC's mobile insurance solutions, call 800.345.7672 or send an e-mail to inforequests@csc.com.

About CSC in Financial Services

CSC provides mission-critical business solutions, consulting and outsourcing services to leading financial services firms around the world.

We bring more choices to the industry. We help clients plan for business and technology change. We create software, tools and processes to address specific business needs, and we continually enhance those solutions by collaborating with an extensive network of client communities and technology partners.

Our global outsourcing operations give us real-world insight into business and IT processes that deliver the best results for our clients. More than 1,200 major banks, insurers, and investment management and securities firms rely on the experience, ingenuity and leadership of more than 10,000 CSC employees focused on financial services.



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