



# FINANCIAL SERVICES OVERVIEW

2024





# 1 CAPGEMINI GROUP & FINANCIAL SERVICES OVERVIEW

## 2 BANKING & CAPITAL MARKET

## 3 INSURANCE



# CAPGEMINI GROUP & FINANCIAL SERVICES OVERVIEW





# CAPGEMINI, FOCUSING ON **VALUE CREATION** FOR OUR CLIENTS

As a global leader in consulting, digital transformation, technology and engineering services – with unrivalled industry expertise – we enable our clients to **design and build tomorrow's businesses**, make the most of the opportunities offered by technology, and **boost their competitiveness and agility**.

**€22.5bn**

**revenue**

**340,400**

**people**

with more than  
170,000+ in India alone

(As of December 2023)

**Nearly 50**

**countries**

with more than  
160 nationalities

## **STRONG INTERNATIONAL FOOTPRINT**







# WHO WE ARE

We are **Capgemini's Financial Services**.

With a network of more than 63,200+ professionals dedicated to Financial Services across Capgemini's global locations, with more than 1,500 clients worldwide, and a reputation for unparalleled domain expertise and global next generation delivery, Capgemini is uniquely positioned to shape and serve the Financial Services industry. We provide the freedom to lead and transform businesses with proven consulting and technology solutions in banking, insurance and capital markets. To better serve our clients, our industry leading solutions are supported by Global Centers of Excellence.

**22%**

OF GROUP  
REVENUE



**63,200+**

TEAM MEMBERS

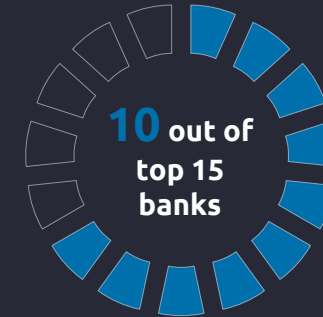




# PROVEN CONSULTING AND TECHNOLOGY SOLUTIONS IN BANKING, INSURANCE AND CAPITAL MARKETS

**“We bring to you leading insights & deep industry experience to drive the future of Financial Services. Count on us for the very latest in innovative service offerings & next generation global delivery**

## Leader for Leaders



Powered By Unparalleled Thought Leadership



# WE ARE A STRATEGIC PARTNER FOR MANY OF OUR GLOBAL CLIENTS

25+

years of thought leadership

Strategic Partners to

50+

clients

1500+

Global financial services clients

## BANKING



## CAPITAL MARKETS



## DIVERSIFIED FINANCIALS



## PROPERTY & CASUALTY



## HEALTH



## LIFE & PENSIONS





# BANKING & CAPITAL MARKETS







# OUR BANKING & CAPITAL MARKETS CAPABILITIES

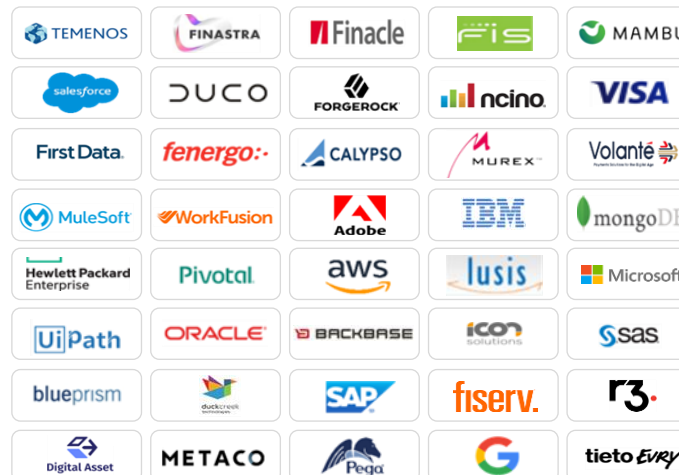
We partner with our Banking and Capital Markets clients to enable them to meet customers' digital expectations, manage risks, and attain sustainable business practices

- Robust, integrated and industrialized multi-client delivery center
- AIMiLiO – the Digital Operations Platform (DOP) bot for intelligent automation
- Dedicated Center of Excellence for Core Banking, Cards & Payments, Capital Markets and Wealth Management

## 100 + IP and Solutions

- **Connected Banking Reference Arch** - Setup a greenfield bank
- **PSD2 and CMA** compliance software
- **GDPR Compliance**
- **Data Migration - Workbench, Xpress migration**
- **Merchant Tokenization & EMV Toolkit**
- **ADAPT – Adaptive Test Automation Framework**

## Technology and Banking products partners



## A comprehensive service portfolio

Application Dev. and Maintenance

Insights and Data

SI & Package Implementation

Domain Advisory

Robotic Process Automation

Testing Services

Architecture & Design

Upgrades and Support

Regulatory & Compliance

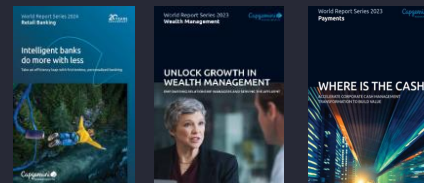
Digital Services

10  
of the top 15 Banks

41000+  
associates

## Thought Leadership

- 2024 World Retail Banking Report
- 2023 World Wealth Management Report
- 2023 World Payments Report
- 9 of the top 15 diversified financials firms
- 8 of the top 10 investment banks



## Recent Acquisition



## Recognition





# OUR **BANKING AND CAPITAL MARKET** SERVICES TO HELP CLIENTS REIMAGINE THEIR BUSINESS

## BANKING & CAPITAL MARKET



1

### Retail Banking

- Savings and checking Accounts, Deposits, & other services
- Retail Loans, mortgages, personal loans, debit or credit cards, and certificates of deposit



2

### Corporate Banking

- Corporate Customers & accounts, Deposits, Lending, Trade Finance & Cash Management.
- Treasury & money markets
- AML, Fraud check
- Payment processing, credit products



3

### Cards & Payments

- Transformation Advisory & Consulting
- Payment Hub
- Real time/ Alternate Payments
- ISO 20022
- SWIFT on Cloud
- Cash and Liquidity Transformation
- Cards Platform – API factory
- Cards Portfolio Migration
- Fraud and Risk Management
- Cards & Payments Analytics
- Regulation & Compliance (OB, PSD2)
- Digital Assets (CBDC, Crypto)



4

### Capital Market

- Transformation advisory and consulting
- Trade lifecycle management
- Investment management tech
- Clearing & settlement ops and tech
- Vendor platform integration
- Risk, compliance & controls
- Enterprise data management
- Master data management
- Fraud & risk management
- Trade analytics
- Regulatory change management
- Digital Assets (CBDC, Crypto)



5

### Wealth Management

- Portfolio Management
- Order & Trade Life cycle
- Back-office covering Corporate Actions & Life-cycle events.



# BANKING

## Retail and commercial banking

Capgemini brings **54+ years of experience**, leading the Core Banking CoE with a global team of industry experts fully dedicated to solving problems and making advancements in the banking industry. **Capgemini serves some of the largest Fortune 500 banks** with Core Banking COE and had been a proven leader in this space.

### OFFERINGS

- Transact
- Infinity
- FCM
- Data-Lake
- Lending
- Cash Management
- Wealth/AAA
- Payments
- IBS/FI
- Extensibility Framework
- Mobile Banking

### TOOLS & ACCELERATORS

- Connect Banking Reference Arch.
- Code Review
- CIBOK
- Package Review
- Upgrade Tool
- TAME
- Data migration tool - CADMIS
- TIFF
- Test Automation
- ADAPT
- Data correction
- Test data management
- Distribution Algorithm



### KEY SUCCESS STORIES

- Migration of Core Banking Application To Flexcube and Roll-out in 13 countries
- Transaction Banking Transformation with 44 Countries Rollout for a British multinational banking and financial services company
- Reduction in TAT for issue resolution by 40% for leading UAE based financial institution through T24 AMS Optimization
- Reduce unit maintenance costs by 38% through AMS for Flexcube for one of the largest financial institution worldwide

### KEY PARTNERS



### THOUGHT LEADERSHIP

- 20 years of publishing World Retail Banking Report in collaboration with leading financial institutions. Other domain-based thought leadership includes trends books, white papers, blogs.



# BANKING

## Cards & Payments

Capgemini has immense **experience** in leading the **Payments Industry** and has proven experience in Large Scale Transformations and Delivery of end-to-end value with deep domain, functional and technical expertise.

### OFFERINGS

- Payments Advisory/Consulting Services
- Payments Hub Transformation
- Digital Payments and Data
- Instant Payments
- Open Banking / PSD2
- Cash and Liquidity Management
- Analytics and process controls

30+ years of Experience

12,400+ Resources

300+ Tools

### TOOLS & ACCELERATORS

- Payments Reference Architecture
- Global Payment Business Scenario Repository
- Static Data Matrix
- E2E Scenario and Model Process flow
- Interface Matrix
- Payment Hub requirement Workbench
- Lending origination solution with IBM BPM

### KEY SUCCESS STORIES

- Payments Orchestration Layer – Integration of Finastra – Large UK Bank, Large US Bank
- Implementation of Payment Hub for Cross border, Real time payments for a Nordics Customer
- Commercial Lending Data Mart for Leading NA Bank
- Implementation of Electronic Invoice Presentment & Payments for CBD
- Implementation of Neo-Lending Hub with Pega
- Implementation of specialised products like Lombard Lending were achieved within the Bank's Wealth Management division

### KEY PARTNERS

tieto *EVERY*

FIS

FINASTRA

Volanté

fiserv.

icon solutions

### THOUGHT LEADERSHIP

- Capgemini's World Payments Report
- Top Trends in Payments
- Reports with Everest, SWIFT





# BANKING

## Capital Markets

Scale & Depth servicing  
CIBs, Asset  
Managers/Servicing,  
Exchanges/Data  
Providers/CSDs and  
Broker-Dealers

12000+ Resources  
750+ certified  
Professionals  
8 of the top 10  
investment banks



Recent Acquisitions



### OFFERINGS

Corporate & Investment Banking	Pre-Trade	Trade Lifecycle Management	Collateral Management	Clearing and Settlement	General Ledger	Market Data Services	Risk and Compliance	Enterprise Data Management
Asset Management	Client On-boarding	Trade Processing	Portfolio Management	Fund Accounting	Client Reporting			
Asset Servicing	Safekeeping & Settlement	Corporate Actions	Income Processing	Reconciliation	Digital Assets			
Treasury Management	Cash Management	Liquidity Management	Hedging	Settlement	General Ledger			

### TOOLS & ACCELERATORS

- ESOAR
- Process Mining
- Digital Twin
- Market Data Cross Referencing Platform
- IA Platform
- Platform as a service
- Interface Matrix
- Workforce Augmentation

### KEY SUCCESS STORIES

- New Client On-Boarding Solution for leading Multinational UK Bank.
- Managed Derivatives trading platform development for a large global asset manager.
- Murex Front-to-Back Implementation + BAU for German Bank
- Operational and Cost Transformation for one of the biggest custodian & clearing banks in Europe
- Calypso Front-to-Back Implementation for a Leading Investment Bank, Europe
- Fund Accounting Platform Consolidation and Implementation Strategy for one of worlds large asset management company

### KEY PARTNERS









# BANKING

## Wealth Management

Capgemini brings **20+ years of experience** in innovation, transformation, and delivery of Wealth Management solutions for Broker-Dealers, Private Banks, Asset Managers, Family Offices, and Insurance BD.

### OFFERINGS

- IT Strategy and Transformation
- Data Management
- BPM
- Client On-boarding, Application Management
- Application Transformation capabilities (Portfolio Management, Risk management, Fund Administration & Asset Servicing, Order Management, Collateral Management, Performance management, Reconciliation, Enterprise Data Management, Shared Services, Data Delivery/ Channel Infrastructure)

### TOOLS & ACCELERATORS

- Omni-channel solution
- Benchmarking & Transformation
- Smart analytics in a box
- Consolidated client reporting
- Automated devise
- Client & account MDM



### KEY SUCCESS STORIES

- Advisor Desktop Transformation Competitive Assessment and Transformation of the Advisor Desktop for a large NA Bank.
- Temenos implementation and support for a Trans-Continental Bank for its global Private Banking and Wealth Management operations
- Transformed Client organization (a subsidiary of a large wealth management Group) into an IT and BPO service company.
- Implementation of Charles River trade order management system for a leading Wealth Manager.

### KEY PARTNERS



### THOUGHT LEADERSHIP

- 26 years of publishing World Wealth Report in collaboration with leading financial institutions. Other domain-based thought leadership includes trends books, white papers, blogs.





# BANKING PRODUCT CAPABILITY



# CAPGEMINI'S TEMENOS COE

A growing team coming of age



**23**  
years of rich  
experience in Temenos  
product implementation  
& support



**850+**  
Niche skilled resources  
across the globe



**400**  
Temenos Learning  
Subscriptions



**25+**  
Clients worldwide



**30+**  
Accelerator IPs  
and Repositories



## Multi Product Expertise

- Transact
- Infinity
- Temenos Payments Hub
- Wealth/TAP
- Temenos Data Lake
- Temenos Data Hub
- FCM
- Extensibility Framework
- BI-Analytics



## Temenos Center of Excellence

Upskill, cross skill, talent  
incubation, build  
resource pipeline, fulfil  
growth opportunities

## Full Life Cycle Service Offerings

12



Strategy & Roadmap

27



Project Management

18



Implementation Services

23



Upgrade Services

15



Data Migration Services

32



Testing Services

27



Application  
Management Services

## Temenos Expertise

- Temenos Certified Global Data Migration Partner for 2022
- Certified resources with Temenos Cloud skills
- Implementation expertise in SaaS model
- Multi cloud expertise within team

## Temenos Academy

- Fully enabled 'In House' Temenos Training center
- 3 separate levels of trainings provided
- 1500+ TLC certifications completed, highest in industry
- Client Training conducted across multiple years

## Tools & Accelerators



### Data Migration

- Data Migration Workbench
- TIFF (Transact Integration Migration Framework)



### Testing

- ADAPT (Adaptive Test Automation Framework)
- Test Optimization



- Connect Banking Reference Architecture
- Capgemini Implementation Body of Knowledge

## Innovative Offerings



### Early Warning System

Capgemini and Temenos  
co-innovated EWS which is  
reinforced by Temenos Infinity,  
Data Analytics and XAI



Official Finacle implementation partner



**12**  
years of  
Finacle Experience



**330+**  
Finacle Experts



**50+**  
Finacle projects  
delivered



**Retail Banking  
Lending Trade  
Firms  
Finance Payments  
firms**



**5+**  
clients around  
the world



**Finacle  
Center of  
Excellence**

Supporting skill building,  
resource development  
and growth opportunities



**15+**  
Accelerators/  
Utilities Repositories

# CAPGEMINI'S FINACLE CAPABILITY

## Our Competency

### TOOLS & ACCELERATORS



#### Data Migration

- Large core banking transformation projects across Asia and North America



#### Core Banking Transformation

- Have executed large core banking transformation projects across North America and Asia Pacific



- Application performance management by integrating Finacle with AppD, Grafana, CLS, etc.

### INTEGRATION PROJECTS



Capgemini has developed state-of-the-art call center application, bank websites, IVR by integrating with Finacle

## Full Life Cycle Services

5



Strategy & Roadmap

5



Project Management

12



Implementation Services

10



Upgrade Services

10



Data Migration Services

2



Testing Services

10



Application  
Management Services

## Highest Number Of Finacle Skilled Resources

- Ability to Set-Up/Scale-Up/Skill-Up at pace with robust Finacle training program
- Deep Domain expertise
- Global reach with local intimacy





Accelerating digital banking implementations with integrated fintech ecosystem



**15+**  
person years  
of Mambu  
Experience



**Best Partner  
Project of the  
Year 2021 EMEA**



Retail and  
SME Banking



**Digital banking  
Ecosystem built  
with Mambu  
as a Core**



**40+**  
Mambu Certified  
Resources



**Mambu Center  
of Excellence**

Supporting skill building,  
resource development and  
growth opportunities



**50**  
Trained  
Resources Globally

# CAPGEMINI'S MAMBU CAPABILITY

## Our Competency

### REUSABLE ASSETS & ACCELERATORS



#### API, Microservices and Integrations

- Ref Core API Catalogue for different service domains
- Reusable cross domain orchestration and Microservices layer hosted on AWS serving functionalities like Customer onboarding, account servicing, limits, pricing, batch processing & Payments
- Ready functionalities available e.g., SME Lending, Fixed Deposits, Account origination, BNPL



### FINTECH ECOSYSTEM

Built a consortium of Fintechs and ISVs to stand up our Digital banking ecosystem



#### Jointly innovating Banking As a Service

Capgemini and Mambu aim to support banks, to accelerate digital banking adoption, improve customer retention and fast track the launch of new products using innovative technologies

## Delivery Experience

### European banking major with operations across EU

- Implementing **SME lending as a Service** based on Salesforce and Mambu platforms.
- Multi entity and multi country implementation,
- Target state architecture, deployment model and roadmap for execution delivered

## Mambu Skilled Resources

- AWS hosted Digital banking ecosystem with Mambu as Core
- Resources getting trained via Capgemini Academy and Mambu Partner Portal





# CAPGEMINI'S FINASTRA CAPABILITY

A growing Team of skilled resources



**150+**  
Finastra  
Professionals

**Platinum Partnership  
level with Finastra.  
Everest 2022 Leader in  
Finastra IT services.**



**50+**  
Finastra SMEs

**Consulting services to  
re-design operating  
model, explore digital  
trade use cases and  
collaboration with FinTechs.**

**End to business  
process repository**

**Finastra test  
automation suite**

**1500+ test  
case repository**

**Trade Operations  
processing for both  
traditional trade  
and open account  
transactions.**



**06**  
clients around  
the world



**Finastra  
Center of  
Excellence**

Supporting skill building,  
resource development and  
growth opportunities



**15+**  
Accelerators  
IPs and Repositories

## Our Competency

### TOOLS & ACCELERATORS



#### Data Migration

- Data Migration Workbench
- TIFF (Transact Integration Migration Framework)



#### Testing

- ADAPT (State of Art Automation framework for Finastra)
- Ready to use Repository of Test Scenarios & Cases



- Connect Banking Reference Architecture
- Capgemini Implementation Body of Knowledge

### OUR INNOVATIVE OFFERINGS - EARLY WARNING SYSTEM



- Capgemini and Finastra co-innovated on this offering which is underpinned by Finastra Infinity, Data Analytics and XAI

## Delivery Experience

### CAPABILITIES

- Banking product Transformation, Digital Strategy. End-to-end SI program management, Phased approach with clear deliverables.
- Package implementation, upgrade, maintenance quality assurance and support, Product configuration and customization. Integration and Orchestration.
- Upgrade assessment, Version upgrades, Cloud Ready Assessment.
- Extraction of data from legacy, Transformation of data, Finastra Upload utilities enhancement and execution.
- Defect resolution and restoration service. Automation of Support tasks and Monitoring.

### Partners



### SUCCESS STORIES

- Finastra Fusion Trade Innovation implementation for a large Australian bank.
- Trade Transformation for Top 3 Trade finance banks.
- Business operations for US entity of Japanese mega bank.

## Highest Number Of Finastra Skilled Resources

- Clients Training offerings for multiple products, Ability to Set-Up/Scale-Up/Skill-Up at pace with robust Finastra training program. Deep Domain expertise, Global reach with local intimacy
- 150+ Domain and Finastra product consultants across Geographies and 50+ Finastra Certified Associates.





## Skilled team of cloud banking resources



**50+**  
nCino  
Certified Experts

**Delivery team of 15+  
resource for UK based  
Bank – Barclays Plc**



**03**  
years  
of nCino Experience

**Delivering various  
banking streams like  
personal banking,  
corporate banking, wealth  
management and  
investment management**



**01**  
clients around  
the world



**nCino  
Pre-Sales  
Pipeline**

In discussion with many  
protentional financial  
institute across globe



**Robust training &  
certification program  
in place**

# CAPGEMINI'S NCINO CAPABILITY

## Our Competency

### TOOLS & ACCELERATORS



#### Training

- Cross trained Next Generation Talent on Salesforce & nCino with Internal/External training program



#### Certification

- Seven resource got certified Q4 quarter 2022 with nCino 301 Commercial Banking Configuration



#### nCino Demo Environment

- nCino environment is ready to demonstrate end-to-end
- Commercial loan flow

## nCino Upskilling

Well-defined path to enable associates for nCino delivery



Salesforce Administrator



Salesforce Developer



Domain and consulting skills



nCino 301 training and certification

## Summary

- Robust training & certification program in place
- Strong pre-sales pipeline and in discussion with various protentional financial institute



# BANKING CASE STUDIES



# CASE STUDY | TRANSACTION BANKING TRANSFORMATION

## BRITISH MULTINATIONAL BANKING AND FINANCIAL SERVICES COMPANY

Business aligned support for multi-country Transaction Banking Business



### BUSINESS CHALLENGES

- **Client: A British multinational banking and financial services company with operations in consumer, corporate and institutional banking, and treasury services**
- Need for new business capabilities to support the Large Corporate' Global Transaction Banking business at multiple countries
- Improve TAT, Advising, drive self-service, and form a platform for new products and services that can be rolled out rapidly and consistently across 44 countries
- Harmonize infrastructure to address gaps in current competitive service offerings and time to market issues
- Implement a 'fit-for-purpose' payment engine (Hub) and liquidity engine
- Manage free float balances
- Improve operational efficiencies



### CAPGEMINI SOLUTION

#### Capgemini was involved in:

- ASIS Analysis of Transaction Banking Business
- Competitor Analysis and Gap Analysis
- Roadmap Definition
- Target Operating Model (ToM) and RFI/RFP Process
- Package Selection and POC Support
- Requirements Analysis
- Integration Development and SIT and UAT Support
- Production rollout and Support
- Vendor Consolidation
- Program/Project Management

#### Functional Landscape:

- Payments
- Cash and Liquidity Management
- Collections
- Billing and Pricing



### BENEFITS/RESULTS

- Improved Straight Through Process (STP)
- Online FX Rate Integration with Payments
- Value delivered through innovation
- Performance improvement in Billing jobs with infra and query optimization (60% improvement from 5h to 2h on average)
- Cheque image processing application reduced check collection from 3days to 1day in multiple markets
- Lower cost of implementation and faster time to market – overall 20% saving on cost and timelines
- Faster Time to Market and 5 Vendors Replaced in CCM Portfolio
- 44 Countries Rollout Plan on Track
- 120 members strong team supporting business – PMs/SMEs/BAs/Architects/ Developers/Testers



# CASE STUDY | INVESTMENT BANKING TRANSFORMATION

## LEADING WALLSTREET FIRM

Predictive analytics to bring value to clients and advisors



### BUSINESS CHALLENGES

**Client :** Leading Wall Street firm

**Business Challenges:**

- A strong ambition to increase the UL business in order to respond to low interest rates environment while bringing value to the clients and advisors



### CAPGEMINI SOLUTION

- Performed Root Cause Analysis for various defects such as
  - Defects by module
  - Defects by release
  - Defects found by tester
- Defects introduced by developer
- New offer delegated management for mass market
- ESG strategy on the UL part
- Redesign of the self-care customer area
- Implementation of a cockpit for piloting and targeting advisor
- Remediation study of the asset / liability backing processing chain, and implementation of remediation via the integration of a market software package (JUMP)
- Creation of Front-to-Back Customer / Advisor / Collaborator journeys



### BENEFITS/RESULTS

**Insights generated**

- 12 apps contributing to 100% usage in production
- 200 test cases out of 800 are relevant
- 58% defects are relation to coding errors
- 200 test cases cover 80% scenarios
- 12 defects contributing to 90% outages
- 80% test cases are redundant for application
- 90% defects are due to environment failures
- 80% critical defects are in one module





# CASE STUDY | PRODUCT LAUNCH FOR CARD ISSUER

## LEADING CREDIT CARD ISSUER IN APAC

Global Platform for multi-currency roll-out



### BUSINESS CHALLENGES

**Client:** Leading Credit Card issuer in Asia Pacific Region

#### Business Challenges:

- Tight deadline to complete development & design to meet Business urgency to launch the Client's product for Pilot
- Be Competitive in market – customer retention & gain new customers by launching client's new product in addition to Visa, MasterCard, JCB & Diners
- To enhance existing platform to support Client's Cards Issuing, Embossing, Authorization flow & Settlement processing
- Build a global common platform for multi-country roll out

#### Capgemini Challenges:

- Building reputation & confidence as New Client engagement / New win for Capgemini
- Work with cross border Client teams across geographical locations



### CAPGEMINI SOLUTION

- Developed new authorization, settlement and embossing process along with regulatory reports to enhance cards system to support Client which can be reused in other business regions.
- Maximum reuse of existing technical process, thus minimizing reasonable customization in existing Card functions to support Client. Ex: Reusing Diners technical data areas with an approved assumption of Diners and Client offerings being mutually exclusive under a V+ Org (This minimizes major file layout/length changes).
- Highly reusable technical solution in shortest schedule possible (< 2 months for development and UT) to offer multiple Client's product offerings and room for future product offerings. Ex: 1. Parameter driven with no hard coding in the overall design. 2. Setting up new logo under existing Credit card Org, thus minimizing change in existing system and business process.



### BENEFITS/RESULTS

- **100% on time or ahead of time** delivery with approx. **13% negative schedule variance**.
- Base platform setup to further enhance the American Express product offerings
- **Increased customer retention & opportunity for expansion of new customer** base with new & variety of product offerings
- Opportunity to roll over the same product offerings **to wider geographical regions**
- No customer impact during product launch
- **OTACE score of 4.39** exceeding customer expectation for quality & on-time delivery



# CASE STUDY | WEALTH MANAGEMENT PRODUCT PARTNERSHIP

## INTEGRATED TURNKEY SOLUTIONS PROVIDER FOR WEALTH MANAGERS

Industrialized Wealth Management Group company into Information Systems and banking operations provider



### BUSINESS CHALLENGES

**Client** : A next generation Information Systems and banking operations provider, the client is a subsidiary of a large wealth management Group and is a global company that is committed to providing wealth managers with integrated turnkey solutions for their digital needs and a constant focus on their regulatory compliance.

**Key Figures** – 31 Banks on S2i platform, footprint in 11 countries, 200 Bn CHF in AUM on the platform, almost 30 years of experience

**Business Model** – BPaaS (Business Process as a Service) and SaaS (Software as a Service) and/or ITaaS (IT as a Service)

#### Business Challenges:

- Increased cost due to regulatory pressure
- More and more regulation
- Being digital “Must Have”. Need to develop innovative platforms and tools
- An industry focused on savings - A race to improve cost to income ratio
- Difficult to fund transformational initiatives upfront due to budget constraints. Need to build strong ROI



### CAPGEMINI SOLUTION

- Combined deal including shareholder agreement, joint Go To Market, MSA for services
- Capgemini has acquired 20% stake in the organization.

#### Overall solution & capabilities

- Adaptable platform for Asian market and big banks
  - Digital/CRM/ PMS
  - Plug your front / API
- Accelerate Growth
  - Asian market
  - A new target: the big banks
- Equip Client personnel with Industrial capabilities (with offshore presence)
  - Digital Factory
  - Test Factory
  - Azqore Academy
- Adopt process of software companies
  - A client centric organization
  - A strong performance management



### BENEFITS/RESULTS

- Transformed Client organization into an IT and BPO service company – industrialization of key processes, commercial & marketing approach, technological transformation, IS renovation and investment in digital capacity
- Capgemini also promoted the client platform offering through its own commercial network
- Improved the Client's visibility and credibility as a wealth management banking system and BPO service provider.

# INSURANCE







# OUR INSURANCE CAPABILITIES

Capgemini is Leading in Core Insurance Transformation Service Provider with more than \$1.2 Bn+ Global Insurance business and multi-year client relationships

- We bring together **strategy, design, and technology capabilities** to support transformation end-to-end
- Jump starting our **clients' innovations**, helping realize the value inherent in current investments and **unlocking insights** to guide the future ones.
- **Dedicated Center of Excellence enables value** across customer value chain

**500+**  
clients

**26000+**  
associates

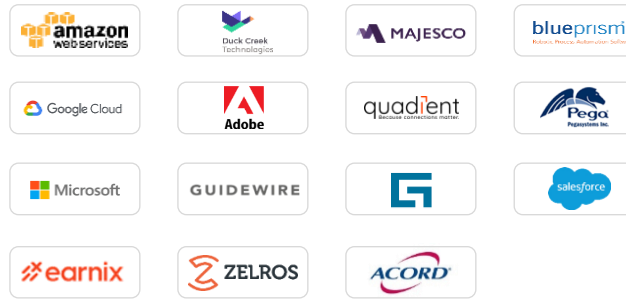
**12**  
of the Top 15 Insurers

**>2000**  
Certified & experienced insurance  
PAS & Claims systems consultants.

**2,500+**  
Guidewire Certified professionals

**800+**  
Loma Certified Consultants

## Critical Industry Partnerships



## A comprehensive service portfolio

Product & Service  
Innovation

Digital & Cloud  
Transformation

Digital Business  
Operations

Intelligent  
Automation

ADMNext

Quality Engineering &  
Assurance

Digital Core

Advanced Data  
Analytics & AI

## Thought Leadership

Publications including the World Insurance Report, World Fintech Report, Insurance Trend Book, & dozens of white papers on Digital Insurer & other Insurance trends.



## Awards and Recognitions

Consistently rated as  
the Leader in  
Insurance Services  
across the value chain



## Next Gen Offers

Snap AI

VIBE

NOVA

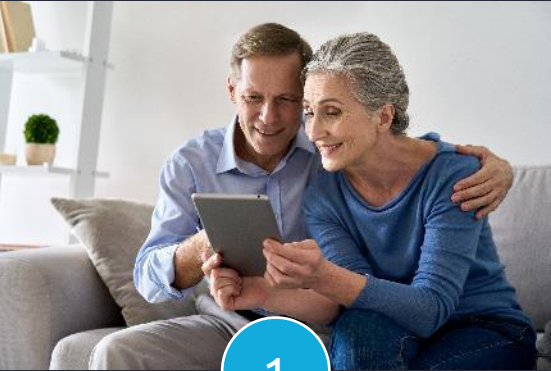
WERVe

Agent Connect

## Framework & Assets

Insurance connect, 4R  
framework & more

# Our solutions enable **insurers** explore and seize change-driven opportunities across the insurance value chain



1

## Life, annuities & Benefits

- De-risking Legacy
- Care-Led Claims Management
- Digital Selling
- Data Estate modernization
- Insurance in-a-box



2

## Property & Casualty

- Core Insurance Function services:**
- Conversion, and retention of customers and agents (Ease of doing Business)
  - Speed to market on product
  - Product performance insights
  - Accurate risk assessment
  - Enabling sales management
  - Fast and accurate claims
  - Increased efficiency of payments and improve cashflow



- Insurance business services:**
- Continuous efficiency improvement
  - Cost Reduction (Including Tech. cost)
  - Fast and high-quality services
  - Managed Intelligence & Data Services
  - Industrialized Cloud Operations



3

## Health

- Payer operations:**
- Medicare (Advantage, Supplement, Part D)
  - Managed Care (HMO, PPO, POS)
  - Disability, Dental, Vision, Critical Illness, Long Term Care
  - Group and Individual Health
  - Compliance and Governance (HIPAA, ACA)
  - Member Mgt, Premium Admin, Claims Processing, Agent Admin
  - STAR Ratings Analytics and Management

# INSURANCE

## Life & pension

Capgemini is Leading in Core Insurance Transformation Service provide with Global Insurance businesses and multi-year client relationships

### OFFERINGS

- Application Development and Support
- Rationalization, Consolidation and Platform migration
- System Integration and Package Implementation
- Domain consulting, IT Strategy, Vendor-Product evaluation
- Verification and Validation
- Business Intelligence

### TOOLS & ACCELERATORS

- Producer Performance (Front Office)
- Service center strategy – operations and technology (Front Office)
- Policy administration framework (UW/ Policy & Billing Admin.)
- Claims operation blueprint (Claims Management)
- Service center blueprint (Claims Management)
- Package partners
- Smart Insurance Enterprise Architecture
- Accelerated Solutions Environment



### KEY SUCCESS STORIES

- Global Life Assurance Company Policy Data Conversion of UL, WL and Term Life Insurance policies into a new Ingenium system
- Business analysis, UAT and QA support for a leading North America in life & annuities player resulting in 30% elimination of defects
- Roll-out of new Life Insurance platform for a global multiline insurer resulting in cost savings of 20 MN in development effort
- Re-Engineered the premium statement generation process shrinking process time from 1 month to 3 days for 20,000 statements

### KEY PARTNERS



### THOUGHT LEADERSHIP

- World Life Insurance Report 2023
- Top Trends in Insurance 2024





# INSURANCE

## Property & Casualty

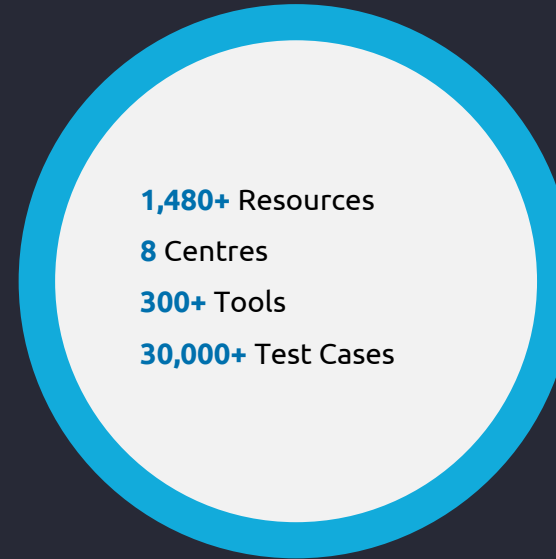
Capgemini's expertise in Property and Casualty insurance can help insurers improve their business performance, better manage risks, and leverage digital technologies to enhance their customer experience.

### OFFERINGS

- Business Process & IT Transformation Consulting Services
- Application Development and Management Services and ERP
- Business Intelligence and Enterprise Data Management
- Enterprise Content Management and Channels (Portals and Mobility) Services
- Testing
- Infrastructure and Hosting (including PaaS) Services
- Business Process Outsourcing

### TOOLS & ACCELERATORS

- Producer Performance (Front Office)
- Service center strategy – operations and technology (Front Office)
- Policy administration framework (UW/ Policy & Billing Admin)
- Claims operation blueprint (Claims Management)
- Service center blueprint (Claims Management)
- Package partners
- Smart Insurance Enterprise Architecture
- Accelerated Solutions Environment



### KEY SUCCESS STORIES

- Digital Marketing & Salesforce Production Support for Farmers Insurance Group resulting in reduction in overall Digital Marketing Incident volume in 2019 (25%) and 2020 (35%) and ~40% Productivity gains in two years
- Over 80% offshore leverage delivering Data and Analytics services for Willis
- Technology modernization project to enable the American finance & insurance giant to achieve business transformation, expand its offerings, and go to market faster

### KEY PARTNERS



### THOUGHT LEADERSHIP

- World Property and Casualty Insurance Report 2023
- Capgemini Top Trends in Property & Casualty Insurance 2023





# INSURANCE

## Health

We bring a dedicated focus on Healthcare domain, with specialized resources, capabilities and long-term technology alliance partners

Serving **165+ clients** directly/or partnership with Change Healthcare/InsPro in **10+ countries** from multiple locations globally

### OFFERINGS

- Product and Service innovation
- Digital and Cloud Transformation
- Core Platform Transformation
- Advance Data Analytics & AI
- Digital Business Operations
- Smart Automation
- ADMNext
- Quality Engineering & Assurance

### TOOLS & ACCELERATORS

- A&G Capability Matrix
- A&G Use Case Accelerators
- Foundation Layer Architecture

**7000+** Health care focused employees

**500+** Certification

**300+** Business Transformation

### KEY SUCCESS STORIES

- IT Strategy and Enterprise Architecture for a health insurer based in Philadelphia
- Salesforce Implementation for a Regional Home-Health Provider
- On-line Claims Solution for Federal Employee Program (US) for federation of health insurance organizations and companies

### KEY PARTNERS



### THOUGHT LEADERSHIP

- World Report – Life & Health Insurance 2022



# INSURANCE CAPABILITY



## Leader for Guidewire Services



**2,500+**  
Certified  
Individuals

**580+ Guidewire PolicyCenter**  
**110+ Guidewire BillingCenter**  
**210+ Guidewire ClaimCenter**  
**720+ Guidewire Insurance Suite**  
**3+ Guidewire Datahub**

**Capgemini's Guidewire Team has been empowering clients for 15+ years**



**3300+**  
Certifications  
(across versions of GW)



**130+**  
Engagements



**170+**  
OCM Leads

# CAPGEMINI'S GUIDEWIRE CAPABILITY

## Our Competency

### INNOVATE



- First partner to run Guidewire on Cloud
- First partner to launch PaaS with Capgemini's Insurance Connect Solution
- First Guidewire Insurance Suite on AWS
- First on AWS, Roll-out on GW managed cloud & Build on GW managed cloud
- Delivered the First v7-10 & v8-10 upgrade



### Our Services

- Run-Build-Run (Evolve Applications Management)
- Build-Run (New Application Implementation)
- Run (Existing Application Management)
- Review-Build-Run (Recovery Engagements)
- Implementation & Run (New Package Solution Implementation)

## Upskilling

Business Analyst Certifications along three streams – PolicyCenter Business Analyst, ClaimCenter Business Analyst and BillingCenter Business Analyst

### OUR CERTIFICATIONS

- AINS
- CPCU
- PMP
- ITSQB
- Engagement Management DC
- Solution Architecture DC
- Industry SME DC
- TOGAF
- EM Level 1-4

## Summary

- Decade old partnership, depth of expertise and premier partnership status inspires confidence in clients.
- Clients appreciate the consulting-led approach and end-to-end partnership that Capgemini brings to the engagement from designing the target state architecture to implementation and OCM support.
- Differentiates via investment in talent, accelerators and agile delivery capabilities.
- Global investments in Agile, Training, CoEs, Upgrade Factory, ATO (Assemble-to-Order) drives low total cost of ownership for clients.



Premier Partner with Duck Creek –  
11+ year relationship



**700+**  
Duck Creek  
Practitioners

**Capgemini has delivered  
60+ Duck Creek  
implementations**



**300+**  
Certified  
Consultants

**Largest team of Duck  
Creek Architects outside  
of Duck Creek; frequently  
brought in for consulting  
on complex  
transformation programs  
& implementations**



**200+**  
BA, QA, Conversion,  
Integration &  
Reporting Analysts

**Experts with an average  
of 20+ years of experience  
in insurance**



**100+**  
Products rolled out on  
Duck Creek



**Global  
Presence**

North America, UK, SA, SE  
Asia, India, Australia

# CAPGEMINI'S DUCK CREEK CAPABILITY

## Our Competency

### TOOLS & ACCELERATORS



- Requirements Gathering Tool for quicker implementation
- Accelerators & utilities for faster implementation
- Automated regression suite for maintaining quality



### Certification

- AINS, CPCU, PMP, ITSQB, Engagement Management DC, Solution Architecture DC, - Industry SME DC, TOGAF and EM Level 1-4

### DELIVERY CENTERS



- Columbia, South Carolina
- Kolkata, Pune, Bhubaneswar, Hyderabad, Bangalore & Mumbai – India

## Duck Creek Upskilling

### PRODUCT TRAININGS

- Duck Creek Bootcamp
  - Product specific Overview
  - Application walkthrough
  - Architecture overview
  - Terminology overview
  - Configuration Fundamentals
  - Application Configuration
  - Application Integration
- Advanced
- DCU Certifications

## Summary

- Premier Duck Creek SI Status
- Strong corporate partnership and connect with Duck Creek
- Deep domain experience coupled with in-depth Duck Creek technical skills





# CAPGEMINI'S MAJESCO CAPABILITY

Rapidly expanding Majesco capability



**26+**  
Engagements

**Facilitated 5 Virtual CRT in DevStudio & ICD/ICM Skills**



**300+**  
Majesco FTE across projects

**Earned multiple Partner of the Year, Supplier of the Year, and Innovation awards**



## InsPro acquisition by Majesco

InsPro is a Capgemini customer and with Majesco's acquisition of InsPro, our relationship with Majesco is further strengthened

## Our Competency

### TOOLS & ACCELERATORS



- Insurance Connect
- Smart QA
- iCompass
- Domain Hub
- OOTB Product Backlog



### Train & Prepare

- Leverage Majesco COE's Platform training modules
- Training assessment via Playback sessions and Majesco COE administered tests
- Certification through Capgemini Majesco Center of Excellence
- Train on Program Induction pack

## Training & Upskilling

Training plans jointly implemented with Majesco to create a pool of Majesco practitioners within Capgemini and move fast towards "Train The Trainer" approach

### OUR CERTIFICATIONS

- AINS
- CPCU
- PMP
- ITSQB
- EM Certification
- Group Architect
- Industry SME DC

## Summary

- Leading Strategic Partner
- Engaged with Majesco in P&C and L&A implementations
- Leveraging our leadership position in implementing core platforms like Guidewire and Duck Creek
- Global presence and delivery models aligning to Majesco's growth plans
- Capgemini brings the necessary skills, best practices and innovation to acquire and retain customers with product partners like Majesco

# INSURANCE CASE STUDY



# CASE STUDY | LIFE INSURER CHANNEL ENHANCEMENT SUPPORT

## THE LEADING INSURER OF NORTH AMERICA IN LIFE & ANNUITIES

### Introduction of a new Third-Party Distribution Channel



#### BUSINESS CHALLENGES

**Client :** One of the leading Insurer of North America in life & Annuities. Intended to Introduce a new Third-Party Distribution Channel within existing application landscape to efficiently include and administer multiple simultaneous distribution arrangements and submit business through all channels.

#### Business Challenges:

- Traditional approaches for New Business processes leads huge lead times there by missing Time to Market opportunity.
- Integration of new distribution channel with existing applications: Required changes in several complex systems including revamping the agent hierarchy, hence this project needed a team with deep domain and technology expertise for effective end to end testing.



#### CAPGEMINI SOLUTION

- Capgemini was engaged to help with business analysis, UAT and QA support

#### Business Analysis:

- With proven industry expertise Capgemini reviewed Business requirements with a goal of weeding out requirement defects at early stage of SDLC.
- Utilized Capgemini 4R methodology to conduct workshops to identify requirement gaps from an end-to-end perspective.
- Liaised with Business and IT teams to refine the design to sign off Detail design documents.

#### Risk Driven Testing Approach

- Adopted a risk-based testing approach with a goal to find Critical and Major defects by including End to End scenarios during early stage of testing cycle.
- Capgemini has suggested an integrated testing approach by including both QA and UAT teams covering all mainstream systems like Siebel, nBA, Agent Portal and downstream systems like Sales Force, L70, and Commission Systems.

**Domain Landscape:** Insurance – Life and Annuity

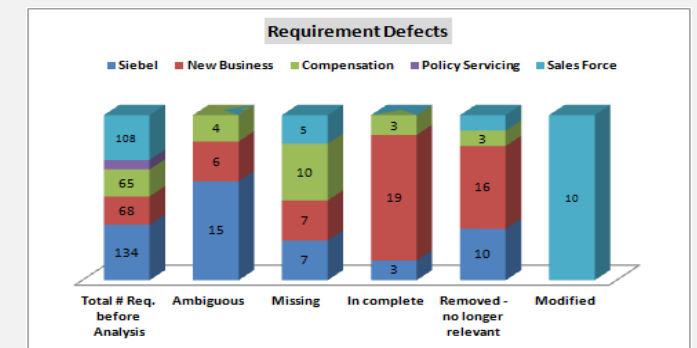


#### BENEFITS/RESULTS

- Our SMEs found critical issues upon conducting the detailed requirements analysis. Following are the statics

Requirement Defects Consolidated Matrix						
Work Stream	Total # Req. before Analysis	Ambiguous	Missing	In complete	Removed - no longer relevant	Modified
Siebel	134	15	7	3	10	0
New Business	68	6	7	19	16	0
Compensation	65	4	10	3	3	0
Policy Servicing	23	0	0	0	0	0
Sales Force	108	0	5	0	3	10
Total	398	25	29	25	32	10

- Overall, 121 requirement defects out of 398 which amounts 30 % elimination of defects at very early stage of SDLC which ensured rollout of new channel within 5 months





# CASE STUDY | DUCK CREEK IMPLEMENTATION

## FORTUNE 75 INSURANCE CARRIER

### Implementation of Accident and Health product Channel



#### BUSINESS CHALLENGES

**Client :** A Fortune 75 global finance and insurance corporation with a presence in more than 80 countries wanted to grow its Accident and Health Business with a target of **\$5 Billion in annual revenue by 2025**.

##### Business Challenges:

To enable growth, the business needed in-house capability to:

- Quickly create and launch direct-to-consumer products
- Go-to-market through distribution channels of third-party sponsors
- Price products (Apply modeling techniques to tailor the products for higher relevancy).



#### CAPGEMINI SOLUTION

- Built Product Pricing capabilities using **Duck Creek Policy Admin System** to enable quick rating and launch of Products.
- Created a **reusable API layer** from Duck Creek policy admin to front-end for **distributing digital offerings** through sponsors.
- Enabled key business stakeholders with Duck Creek product studio to **quickly design and create products** for launch.
- Leveraged the **Duck Creek OnDemand SaaS solution** for scalability, agility and speed to market for evolving business needs.
- Utilized **Duck Creek Insights analytical solution** to facilitate efficient downstream data integration, enable future business agility, and enable propagation of data changes quickly and efficiently.



#### BENEFITS/RESULTS

- Reduced dependency on third-party administrative services companies. This, in turn, resulted in a **lower cost of operation**.
- Speed-to-market – enabled the business to launch products quickly with an estimate of **4-8 weeks for new product launches**.
- **Quick scale up enabled** with reuse of existing global capabilities for similar products across different geographic locations.





# CASE STUDY | TAKE OVER OF CLIENT CAPTIVE

## MULTINATIONAL INSURANCE FIRM

### Client Captive - Infra and Apps



#### BUSINESS CHALLENGES

**Client :** A multinational insurance firm corporation with a presence in more than 20+ countries.

##### Business Challenges:

- Need for support to implement new IT TOM in order to sustain client's digital strategy and its efficiency program (20% decrease of general expenses by 2020).
- Lack of focus on automation and productivity improvements.
- Diverse and complex environment of business units that were not standardized in terms of process and tools.
- Landscape comprised multiple ITSM tools, no comprehensive CMDB, and entity-specific SLAs.
- Absence of global delivery model with no defined RACI available between Region IT and ATSS.
- Challenges in attracting the right talent, retaining and providing them with a sustainable career progression.



#### CAPGEMINI SOLUTION

- From Outsourcing to Outsourcing + Share Purchase Agreement based on Net Asset Value of the company i.e., from people rebadging to acquisition of the employer.
- Multi-wave approach to move from T&M model to a fixed-price managed services using our DELIVER™ framework and our Rightshore® approach.
- Three-point strategy - Rebadge, Realign, Reform for quick and harmonious transition to the new steady state.
- Creation of an Eastern Europe delivery center focused on some critical activities (Command Center, Messaging, Network & Security) to be delivered in sync with India.
- We leveraged our experience in executing large transformation through highly customized Risk Mitigation Approach thereby delivering the results.



#### BENEFITS/RESULTS

- 20% cumulative savings compared with the existing baseline with shift to managed services and also set up Poland Center for critical infrastructure activities.
- We delivered 35 Million € in revenues vs the 25 Million € MRC.
- New areas of support such as Firewall support leading to 10% growth in volume supported.
- Services delivered without impacting SLAs and Business as Usual during and after the transition.
- Eliminated entire physical assets from its balance sheet, removing the associated fixed capital investment.
- Automation Strategy deployment and tooling approach improved service quality and reduced turnaround time.

# AWARDS AND RECOGNITIONS





# RECENT ANALYSTS' RECOGNITION



- Capgemini recognized as the Leader in 2023 for finance and accounting business process outsourcing.
- Capgemini named as the Leader in 2022 Gartner® Magic Quadrant™ for IT Services for Communication Service Providers worldwide.
- Capgemini recognized as the Leader in 2022 Gartner® magic Quadrant™ for Public Cloud IT Transformation Services.
- Capgemini Recognized as the Leader in 2022 Gartner® magic Quadrant™ for SAP S/4 HANA® Application Service Worldwide.
- Capgemini was recognized as a "Leader" in 2022 Gartner® magic Quadrant™ for Data and Analytics Services Providers.



- Capgemini named a 'Leader of The Year' in Banking and Financial Services, as well as in Insurance in Everest Group's IT Service Provider of the Year – 2023 report.
- Capgemini has been recognized as Leader and Star Performer for Data & Analytics in Everest Group's PEAK Matrix Service Provider of the Year™ awards for IT Services 2023.
- Capgemini has been recognized as a Leader and Star Performer in Everest Group's Enterprise Blockchain Services PEAK Matrix® Assessment 2023.
- Capgemini has been positioned as a Leader and a Star Performer in Everest Group's PEAK® Matrix for Finance and Accounting Outsourcing (FAO) Service Provider 2023.
- Capgemini recognized as a Leader in Everest Group Cloud Services in Insurance PEAK Matrix® Report in 2023.
- Capgemini named as a Leader in AI services by Everest Group in 2023.



- Capgemini recognized as a leader in Avasant's Property and Casualty Insurance Digital Services 2022–2023 RadarView™.
- Capgemini positioned as a Leader in Avasant's Blockchain Services 2022-2023 Radarview™ Report.
- Capgemini recognized as a leader in Avasant's Banking Digital Services 2022–2023 RadarView™ report.



- Capgemini is recognized as a Leader in ESG Services in Banking by NelsonHall NEAT 2024.
- Capgemini is recognized as a Leader in Financial Services Cloud, SaaS & BPaaS by NelsonHall NEAT report 2023.
- Capgemini is recognized as a Leader in Intelligent Automation in Banking by NelsonHall NEAT 2023.
- Capgemini is recognized as a Leader in NelsonHall 2023 Neat Vendor Evaluation for Learning Services.





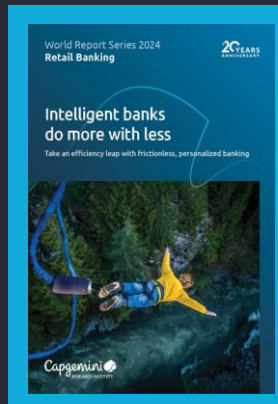
# FINANCIAL SERVICES – THOUGHT LEADERSHIP

## WORLD WEALTH REPORT 2023



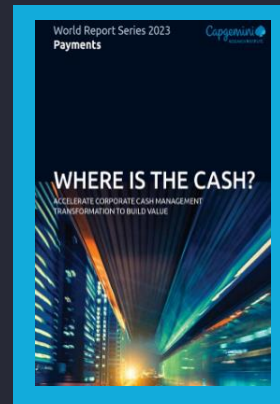
Unlock growth in wealth management: Empowering relationship managers and serving the affluent

## WORLD RETAIL BANKING REPORT 2024



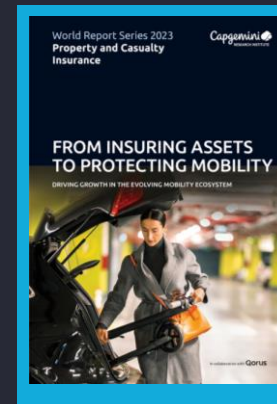
The customer-engagement imperative: what banks can learn from the fintech playbook

## WORLD PAYMENTS REPORT 2023



Where is the cash? Accelerate corporate cash management transformation to build value

## WORLD PROPERTY AND CASUALTY INSURANCE REPORT 2023



From insuring assets to protecting mobility: driving growth in the evolving mobility ecosystem

## WORLD LIFE INSURANCE REPORT 2023



The aging well opportunity: how trust and engagement can unlock growth for insurers

## WORLD CLOUD REPORT 2023



Is your cloud journey taking you where you need to go? Create business value in an innovation-powered future



## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 340,400 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2023 global revenues of €22.5 billion.

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