

How can Accenture Insurance BPO Services help you achieve greater business value?



Did you know?

Accenture can deliver business results for your Insurance organization like these:



Recovered over
\$26 million
in revenue from
third parties



Generated over
\$16 million
in new revenue from
higher sales conversions



Reduced policy
administration costs
by an average
40-50%



50-75%
reduction in avoidable
overpayment (leakage)

[SEE HOW WE DELIVER](#) ▾



We understand what insurance organizations need and the challenges they are facing.

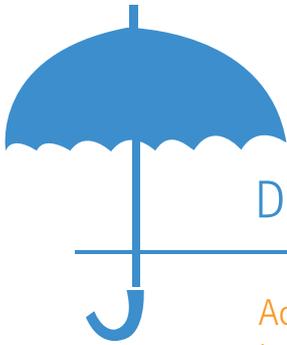
Insurers are facing market shrinkage, increased customer volatility, cost pressure and aging IT systems. Today's pressures are a catalyst for action. We help clients:

Increase revenue

Improve
compliance
and control

Improve process
efficiency and
operations

Optimize
operating costs



Delivering business value through BPO

Accenture's background in the insurance industry, combined with leading-edge technology assets such as Accenture Life Insurance Platform (ALIP), the strength of our Global Delivery Network and our ability to innovate and bring business insights, enable us to help clients improve their speed to market, launch new products, achieve greater flexibility and drive better decision making.



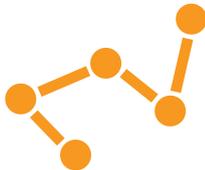
Deep insurance industry skills

Insurance business advisors and individuals with Accenture and industry-standard Life Office Management Association (LOMA) certification.



Global reach and scale

Mature off-shore Insurance BPO capabilities, supporting over 55 insurance BPO clients globally, provide a cost-effective solution for companies.



Flexible Delivery Model

Support various delivery models using a pure or mixed on/offshore-based skill set to meet client, compliance and legal requirements.



Market-leading insurance technology

Proprietary Duck Creek solution and Accenture Life Insurance Platform (ALIP) are flexible, scalable and proven to help increase speed to market in Property & Casualty and Life.



Integrated consulting, technology and outsourcing

End-to-end transformation strategy by combining our deep functional and industry skills, flexible technology architectures and outcome-based delivery at scale.



Commitment to business outcomes

Jointly develop business and technology performance improvements, with the option to use savings to finance further innovations.



Accenture Insurance BPO is different

30 years of experience

30 insurance clients includes 80 percent of the top 35 carriers in Fortune Global 500

4500+ Insurance BPO professionals

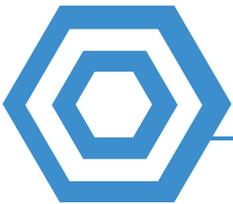
Administer 70 mutual funds, 20 pension funds and 130 property investment vehicles

Process more than **20 million transactions** annually

Provide life and annuity administration to more than 1 million policyholders

Provide pension fund administration to more than 1 million members

Processed over 7 million claims, handled over 10 million documents and converted more than 60 million policies to date



Key Accenture Insurance BPO Services





Client Speak

How Accenture Helped Fonchim

Provided back-office processing, IT operations to help manage changes due to government reforms for pension laws.

Created access to a Web interface that allows members to view their reserved positions online, and provides stakeholders easy access to up-to-the-minute information.

Delivered world-class administration processes, which currently serve 15 funds with a total of 600,000 members and more than 20,000 employers, all at a lower cost.

How Accenture Helped Cometa

Developed and manage the Fondi Pensione platform to deliver quicker processing of information, improved access and updates to members, and optimized technology spend.

Delivered administration processing with Web interface for all stakeholders that was shared, scalable, priced on a per-member basis and required minimal up-front capital investment.

Reduced the amount of time required to secure loans, the cost of answering member complaints and the number of contacts handled by the call center through the availability of Web-enabled transactions.

Produced dramatic results including:

- 20 percent reduction in acquisition time for new enrollments
- 75 percent reduction in the volume of hard-copy data inputs from employers
- 80 percent reduction in the time it takes to invest, resulting in higher interest accumulations for members
- 30 percent reduction in pension payment time