INFOSYS CUSTOMER COMMUNICATION MANAGEMENT COE OVERVIEW

Infosys focuses on modern customer communication management processes relevant to the Insurance Industry and has competencies across the spectrum of Document Output and Customer Communication products.
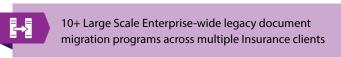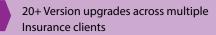
CCM Product Competencies

hp Exstream	Lc ADOBE LIVECYCLE ES	ORACLE INSURANCE Documaker	THUNDER HEAD .COM Thunderhead NOW
GMC SOFTWARE TECHNOLOGY	FIS CSF Designer	Pitney Bowes DOC1	
inspire	Compuset	EMC² xPression	streamweaver

- 10+ Large Scale Enterprise-wide legacy document migration programs across multiple Insurance clients
- 5+ Enterprise CCM COE set up at large insurance clients
- 20+ Version upgrades across multiple Insurance clients

HP Exstream
Visionary Awards

2012 - Most Sophisticated Application

2011 - Best Interactive Communication

Customer Communications Management Process Capabilities

- Structured Communication
- Interactive Communication
- Real-time Communication
- Multichannel Communication
- Mobile Integration
- Language Internationalization

Dedicated Offerings & Solutions

- Product Evaluation Framework
- Product Version Upgrade Framework
- Interactive Solution
- Multichannel Solution
- Product Conversion Accelerators
- Product COE Setup Framework

200+ 200+ cross-trained FTEs working in the respective areas with expertise including multichannel, Interactive, and real time solutions.

20+ 20+ key clients which include a large Health Insurance Provider in the US, a large Bank in the US, and a large Property and Casuality Insurance in the US

30+ 30 + solution accelerators and enablers across the enterprise-wide CCM lifecycle

Infosys Practice CCM Service Offerings

Our Insurance Customer Communication Management Framework provides various service offerings and solutions to our insurance customers leveraging modern tools and best practices to deliver impactful and consistent communications.

Service Lines	Offerings	Infosys Solution Accelerators	
Advisory Services	• Assist in developing business cases for ○ Increasing Speed to Market ○ CCM Product CoE Setup • CCM Product Evaluation and Selection	• Speed to Market Framework • CCM COE Setup Framework • Product Evaluation Framework • Framework – TOPSIS	• Agile Implementation Approach • Product Training Framework • Requirement Prioritization
Product Implementation and Conversion	• Product Setup • Product Configuration and Deployment • Product Integration • Product Conversion / Migration	• Product GAP Analysis Templates • Product Build / Review Checklists • Pre / Post Composition Integrators • Template Automaton Accelerators	• Product Estimation Templates • Product Integrators • Text Comparison Solutions
Maintenance / Support and Upgrade	• Transition and Steady State • Minor / Major Enhancements • Production Support • Product Upgrades	• CCM Maintenance and Support Framework • Product Reporting Metrics • Product Upgrade Framework	• Performance Tuning Tools • Knowledge Acquisition Framework • Output Comparison Tools

Infosys Key Document Generation Migration Engagements in Insurance Domain

Client	Objective	Product	Approach	Key Benefits
US-based Large P&C Insurer	Document Generation Re-engineering	Documerge to HP Exstream / TIBCO	Simplification by establishing the enterprise Document Generation Platform	Reduced TCO
			Rewrite of Documents per new customer experience standards	Consistent Brand Experience
			Separation of Presentation layer (Content design – HP Exstream) from Business layer (TIBCO BE)	Business Enablement on rules and content changes Strategic Platform for cross-sell
US-based P&C Insurer (Life LOB)	Document generation Product Migration with Best-fit Product Assessment and Onboarding	Documerge to CSF Designer	Migration Strategy focused on reuse of business rules on legacy platform to reduce the regression impact and optimal project schedule	Improved Compliance Adherence
			Infosys Framework Customization to efficiently harvest content	Robust Interface integration Faster Time to Market
US-based Health Insurer	Strategic Onboarding of Document Generation Capabilities to new product	DOC1 to HP Exstream	Simplification of Document Generation Systems which were relying on 3rd party tools for Document Fulfillment requirement	Reduced TCO
			Accelerators and Enablers for immediate solutions	Quick Onboarding

For more information, contact askus@infosys.com

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