



Global 360 Solutions for Insurance Organizations

Do More Than Gain a Competitive Advantage, Sustain it

Ensure regulatory compliance

Deliver profitable growth while reducing administrative costs

Optimize products and services

INSURANCE ORGANIZATIONS USING GLOBAL 360 BPM SOLUTIONS:

- Acerta
- AIG
- Allstate
- CIGNA
- ING
- Symetra Financial
- The Hartford

Today, complexity and change within the insurance industry continues to challenge insurers looking for ways to achieve profits through growth or business optimization. To ensure long-term success, forward-thinking insurers need a reliable approach to optimize products and services and streamline business processes in areas such as underwriting, policy issuance, claims, and customer service.

These types of business processes incorporate human interaction, system-to-system integrations, paperless operations and fully-managed business processes. By streamlining and integrating these processes, insurers can enjoy true end-to-end process visibility and align all of their systems to meet organizational goals. Moreover, insurers can adopt a more customer-centric approach while reducing administrative costs, reducing processing time, improving capacity, and reducing errors, enabling business growth more quickly and cheaply than industry competitors.

Additionally, constant adherence to industry or government regulations and poorly integrated business systems continue to force insurers to find better ways to automate work and manage changes.

The ability to streamline underwriting and claims processing has far-reaching impact on your capacity to win new business, reduce administrative costs, improve customer service, ensure regulatory compliance, and gain a competitive edge; all essential ingredients to enabling business growth and profitability.

Global 360 has more than 2000 customers, and over a quarter of that business comes from insurance organizations using BPM solutions to help automate the following types of processes that are critical to their operations:

- Policy issuance
- Customer service
- Claims processing
- Underwriting
- Rating

Business Process Management for Insurance Organizations

Global 360's insurance solutions maximize process efficiency and not only help you gain a competitive advantage, but sustain it.

"The Global 360 solution has not only met our requirements, its far exceeded our expectations."

MARILEE RAUTENBERG

PROJECT MANAGER

SYMETRA FINANCIAL

Global 360 offers powerful and proven solutions for everything from managing electronic documentation and automating work processes, to managing complex business processes connecting people, processes, systems, and information.

With Global 360, you can streamline (or eliminate) paper handling and enhance employee collaboration, while controlling process flow and information access more effectively. The result is a more productive workforce, greater responsiveness and accuracy in processing claims, allowing increased efficiency in underwriting new business.

For insurers focused on integrating services and processes that cross lines of

business in order to reduce costs, increase compliance, and develop new products, Global 360's service-oriented architecture (SOA) enables insurers to link together diverse systems. This integration and consolidation renews trusted legacy applications while enabling new business processes to be developed and deployed quickly in response to shifts in the competitive and regulatory landscapes.

To accelerate customer acquisition and avoid costly exposure, Global 360 enables you to automate application processing and electronically obtain all the details needed to write a policy quickly and fairly. Scanned images increase data entry

efficiency, and enable multiple processes to be performed simultaneously.

With Global 360 insurance solutions, you can deliver the highest levels of service to customers and agents, improve and sustain your competitive advantage, and maximize cost efficiency while minimizing risk.

With Global 360, you can:

- Streamline the processing of new business
- Increase productivity through automated application processing
- Improve communication and customer satisfaction
- Reduce claim processing time and cost

Global 360 in Action:

ACERTA

- Streamlined file access and storage
- Converted all paper to legally valid electronic documents
- All ACERTA Social Insurance Fund administrators standardized on one system for document access and archiving
- Increased response times to customer requests
- Reduced cycle times with high volume solution

NEW YORK STATE TEACHERS' RETIREMENT SYSTEM

- Achieved instant access to member records
- Trimmed months off processing time of member applications
- Gained greater control of flow of work
- Improved ability to measure staff productivity
- Reduced the need for low-level clerical staff by 43%
- Dramatically improved service to members

SYMETRA FINANCIAL

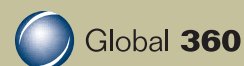
- Reduced internal processing to 4 days
- Handled a 67% increase in applications without increasing staff
- Documents can be retrieved in a matter of seconds in response to customer questions
- Developed entire new sales channel by marketing its term life policies through several large financial institutions without increasing staff
- Expanded the Global 360 enrollment and customer service application from Individual life and Retirement Services through to Income Annuities

A LARGE HEALTH AND LIFE INSURANCE COMPANY

- Maximized profit per policy
- Optimized time and efficiency of policy processing procedures
- Standardized policy process rules, improved accuracy, tracking, and overall client service
- Reduced process cycle times while enabling better decisions
- Delivered greater precision and security of client information

About Global 360

Global 360, Inc. is a leading provider of Business Process Management and Analysis Solutions for Global 2000 organizations. With more than two decades of experience, Global 360 provides organizations with a competitive edge by automating, measuring, and improving resource-intensive business processes across different communities, including customers, employees, and partners. Global 360 provides organizations with the insight to make informed business decisions and the flexibility to quickly adapt to changing market needs through real-time metrics that ensure business objectives and customer commitments are managed effectively. Building on our strength in financial services, government, and insurance, Global 360 empowers sites for more than 5,000 customers in 134 countries. Global 360 Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim. For more information about Global 360's BPM solutions, please call 1-214-520-1660 or visit the company web site at www.global360.com



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