

Acord Loma Systems Forum

May 18th 2009

Richard Holling
Greg Osborne











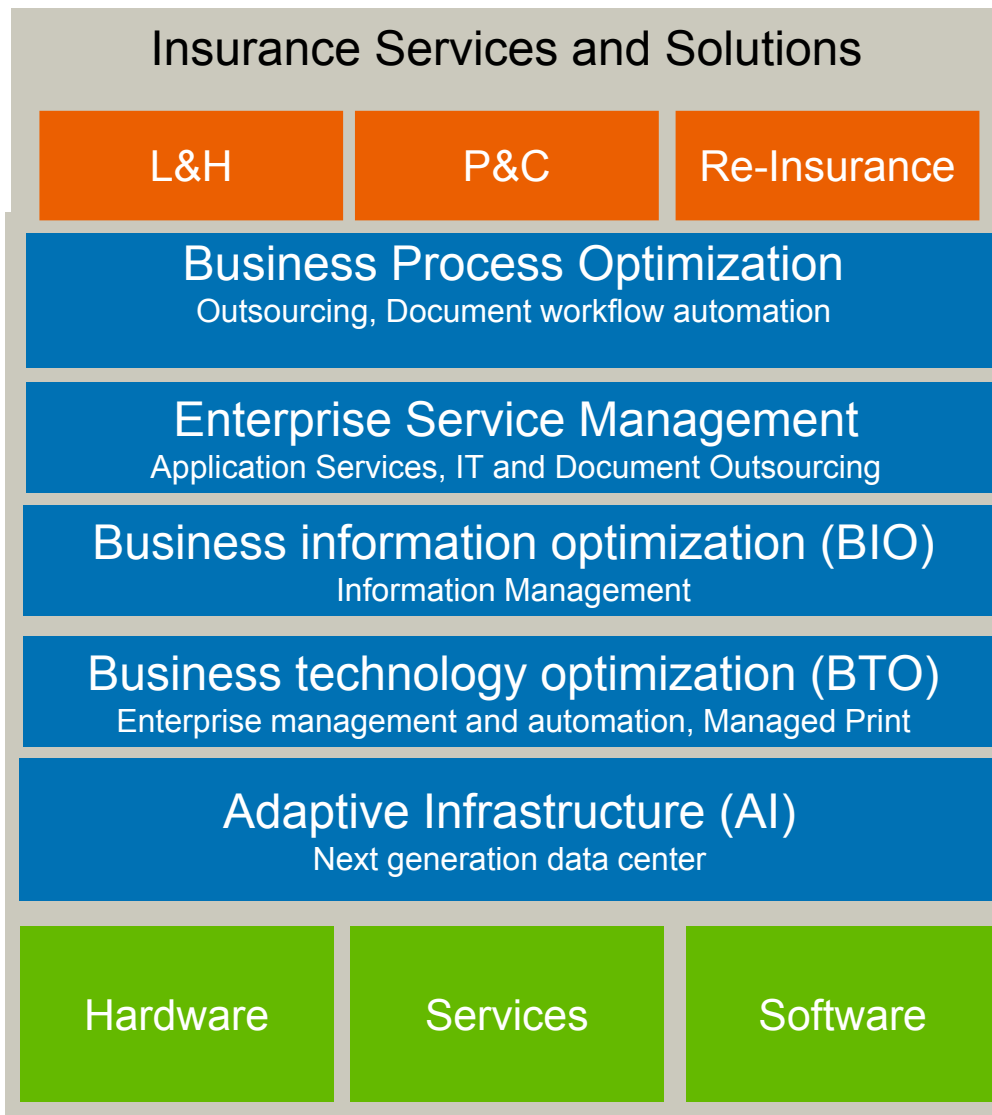
HP Insurance Solutions

HP Services

We work with our Insurance clients in a **solution-led** approach where the customer and their needs are placed in the center

| | | | |
|-------------------------|------------------------|------------------------|--|
| Strategic Consulting | | | Where visioning and exploration workshops help turn our clients vision into strategy and the strategy into a plan of action e.g. Open Finance strategy & blueprint |
| Business Consulting | | | HP works with customers for management of transformations/change which has organization wide impact |
| Project Management | | | |
| Solution Integration | | | Configuration and Customization of Applications |
| Application Consulting | Application Consulting | Application Consulting | <p>HP's Systems Integration Capability</p> <ul style="list-style-type: none"> • Deployed on a case by case basis, using specialized skills where required from HP globally or selected partners |
| Technical Consulting | | | <ul style="list-style-type: none"> • Provided by ISV partner or provided by HP where it is HP IP or global strategic partner where HP has in-depth product knowledge |
| Infrastructure Services | | | |
| Managed Services | | | <p>Provided by HP, backed by</p> <ul style="list-style-type: none"> • SLAs • Flexible Operative models <p>HP Core Strength Area</p> <ul style="list-style-type: none"> • Infrastructure deployment • Security • Network • Operations management <p>HP play</p> <ul style="list-style-type: none"> • EAI • Data management • Data conversion • Test management • Rollout |

HP Portfolio



Response to Business Environment

Business Driver

Confluence of Adverse Economic Events
Financial Stability

Operational Efficiency

Regulatory Environment

Changing Demographics

Shortage of Qualified Workers
Market Expansion

Globalization

Industry Consolidation

Environmental Responsibility



Revenue Growth

| | | | | |
|--------------------------------------|---|-----|-------------------------|--|
| Definition | Due to changing demographics, new channels and changing economic leaders, further consolidation and competition will require innovation on products and channels. Customer and risk insight will drive market success | | | |
| Solution Offerings | Applications and Solutions • Product Express • Mass customization, Easheim | | | |
| Enterprise Service Management | BIO | BIO | Adaptive Infrastructure | |

Risk Management and Compliance

| | | | | |
|--------------------------------------|--|--|---|--|
| Definition | New regulatory regimes and required improvements of risk management to address the outcomes of the financial market crisis and their importance to the insurance industry. Insurers start to look for new ways to better use available information about customer, market and business performance to create new offerings and improved customer care. | | | |
| Solution Offerings | Applications and Solutions • HF EMALS • Compliance document Capture | | | |
| Enterprise Service Management | BIO | BIO | Adaptive Infrastructure | |
| Applications Services | <ul style="list-style-type: none"> Regulating BPO ITSS consulting ITSS consulting | <ul style="list-style-type: none"> Operational Business Intelligence Records Management including Document Workflow Transformation | <ul style="list-style-type: none"> Business Transaction Management IT Governance Operational Management & Security | <ul style="list-style-type: none"> Business continuity Storage Solution PSG, ESC, IRG |
| References | Global Insurance Company (US), Fondiaria, KBC, AXA Seguros, Arthur J. ... | | | |

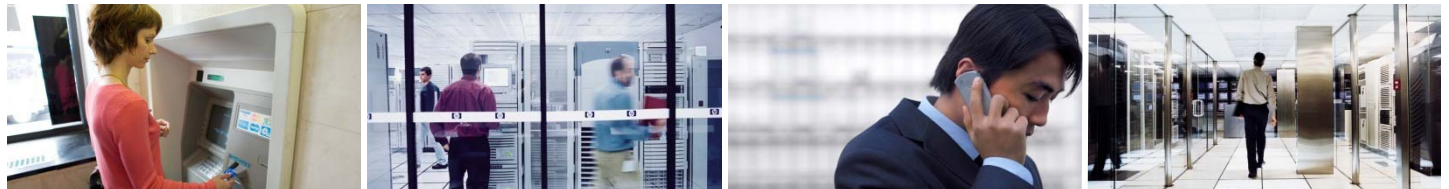
Operational Efficiency

| | | | | |
|--------------------------------------|--|-----|-------------------------|--|
| Definition | Improvement of people and efficiency in order to reduce people and to achieve STP in the insurance, in particular in the life insurance sector, better manage cost, improve service levels, to better serve the customer, in support of cross regional distribution models and increasing globalization in the insurance industry. | | | |
| Solution Offerings | Applications and Solutions • Solking Application Self (Red sea, Product Xpress, Legatum) • DWT - Claims Processing • Insurance BPO | | | |
| Enterprise Service Management | BIO | BIO | Adaptive Infrastructure | |
| Applications Services | <ul style="list-style-type: none"> Applic BPO | | | |

Infrastructure Optimization

| | | | | |
|--------------------------------------|--|---|--|--|
| Definition | Many of the structural transformations of the insurance operational models and the need for more flexible cost-effective demand supply through the entire process model and include virtualization of organizations, distribution channels and more optimized infrastructure | | | |
| Solution Offerings | Applications and Solutions | | | |
| Enterprise Service Management | BIO | BIO | Adaptive Infrastructure | |
| Applications Services | <ul style="list-style-type: none"> Technology Services Regulating BPO ITSS consulting ITSS consulting | <ul style="list-style-type: none"> Novartis Bin platform Storage Management | <ul style="list-style-type: none"> IT Governance Business Service Management | <ul style="list-style-type: none"> Business continuity Storage Solution PSG, ESC, IRG |
| References | Scottish Life, WGV, Allianz Korea, Allianz Germany, Samsung Life Insurance, Boral, AIG, Helvetia, Generali, Ping An, Liberty Mutual, State Farm, Hartford, ING Belgium, Santa Lucia | | | |

HP Insurance Solution Portfolio



| Revenue Growth | Risk Management and Compliance | Operational Efficiency | Infrastructure Optimization |
|----------------|--------------------------------|------------------------|-----------------------------|
|----------------|--------------------------------|------------------------|-----------------------------|

| | | | | |
|----------------------|---|--|---|--|
| Business Need | <ul style="list-style-type: none"> Segmentation Speed Consolidation Innovation: products and channels | <ul style="list-style-type: none"> Holistic data view Enhanced risk analytics Risk mngt processes Manage compliance Leverage risk data for product innovation | 360 view of clients <ul style="list-style-type: none"> Process optimization Time to market Reusable business services Sourcing concepts | <ul style="list-style-type: none"> Reusability Virtualization Right-sourcing/Cost efficiency Flexibility and speed |
|----------------------|---|--|---|--|

| | | | |
|---------------------------|---|--|--|
| Business Solutions | <ul style="list-style-type: none"> Insurance Process Outsourcing Product management and calculation HP Insurance applications (policy administration, Life insurance back office) HP partner solutions; eg Property and Casualty back office, claims processing, risk management | | |
|---------------------------|---|--|--|

| | | | |
|--|--|---|---|
| <ul style="list-style-type: none"> Operational business intelligence Mass output customization | <ul style="list-style-type: none"> Enterprise risk (ERMS) Records Management Enterprise Security Compliance Log DWH Compliance Document Capture | <ul style="list-style-type: none"> Business Transaction monitoring Document workflow transformation and claims processing Right-sourcing | <ul style="list-style-type: none"> IT Governance IT automation and virtualization Right-sourcing Business Process Outsourcing |
|--|--|---|---|

| | | | | |
|------------------------------------|----------|---------------------|---------------------------------------|----------|
| HP Infrastructure solutions | Software | Application service | Infrastructure solutions and products | Sourcing |
|------------------------------------|----------|---------------------|---------------------------------------|----------|

Revenue Growth

Definition

Due to changing demographics, new channels and changing economical leaders, further consolidation and competition will require innovation on products and channels. Customer and risk insight will drive market success

Solution Offerings

Applications and Solution

- Product Xpress
- Mass customization, Exstream

Enterprise Service Management

- Application Services
- Right-sourcing
- BPO

BIO

- Operational Business Intelligence
- SAS Campaign Management

BTO

- Business Transaction Management
- SOA Framework

Adaptive Infrastructure

- BCS - High Performance Systems
- Virtualization
- PSG

References

Personal lines insurance company(P&C retail), WGV, Home and Auto insurer, Fondiaria, AXA, Daido Life Insurance, Zurich Holding Company of the Americas, China Life, Penn National

Risk Management and Compliance

Definition

New regulatory regimes and required improvements of risk management to address the outcomes of the financial markets crisis and their impacts onto the insurance industry. Insurers start to look for new ways to better use available information about customer, markets and business performance to create new offerings and improved customer care.

Solution Offerings

Applications and Solution

- HP ERMS
- Compliant document Capture

Enterprise Service Management

- Application Services
- Right-sourcing
- BPO
- ITSM consulting
- ITSS consulting

BIO

- Operational Business Intelligence
- Records Management including Document Workflow Transformation

BTO

- Business Transaction Management
- IT Governance
- Operations Management
- Security

Adaptive Infrastructure

- Business continuity
- Storage Solution
- PSG, ESS, IPG

References

Global Insurance Company (US), Fondiaria, KBC, AXA Seguros, Arthur J. Gallagher, AIG, Brick Street

Operational Efficiency

Definition

Improvement of operational efficiencies in order to automate operations and to achieve STP in the insurers, in particular in the Life insurance sector, better manage cost, improve service levels to better serve the customers in support of cross-regional distribution models and increasing globalization in the insurance industry .

Solution Offerings

Applications and Solution

- Solcorp Application Suit (Radiance, Product Xpress, Ingenium)• DWT – Claims Processing
- Insurance BPO

Enterprise Service Management

- Application Services
- BPO

BIO

- Operational Business Intelligence
- Records Management including Document Workflow Transformation

BTO

- Business Transaction Management
- IT Governance
- Operations Management
- SOA

Adaptive Infrastructure

- Business continuity
- Storage Solution
- PSG, ESS, IPG
- Virtualization

References

Hartford, VERSAPAC Insurance, Samsung Life insurance, CSAA, Life Insurance India, ARS (former Fortis), AON, Generali, Fondiaria, AXA, KBC, Ping Ang, Standard Life, State Farm

Infrastructure Optimization

Definition

Many of the structural transformations of the Insurers operational models and the need for more flexible cost structures demand agility throughout the whole process model and includes virtualization of organizations , distribution channels and more optimized infrastructure

Solution Offerings

Applications and Solution

Enterprise Service Management

- Technology Services
- Right-sourcing
- BPO
- ITSM consulting
- ITSS consulting

BIO

- Neoview Bin platform
- Storage Management

BTO

- IT Governance
- Business Service Management

Adaptive Infrastructure

- Business continuity
- Storage Solution
- PSG, ESS, IPG

References

Scottish Life, WGV, Allianz Korea, Alliance Germany, Samsung Life Insurance, Boral, AIG, Helvetia, Generali, Ping Ang, Liberty Mutual, The Hartford, ING Belgium, Santa Lucia, Aviva

Revenue Growth

Decoupling design from core policy admin

A scalable, enterprise-ready platform that allows business professionals to model, test, implement and reuse calculations across multiple applications, reducing the time, costs and complexity associated with financial product implementation

•Designer

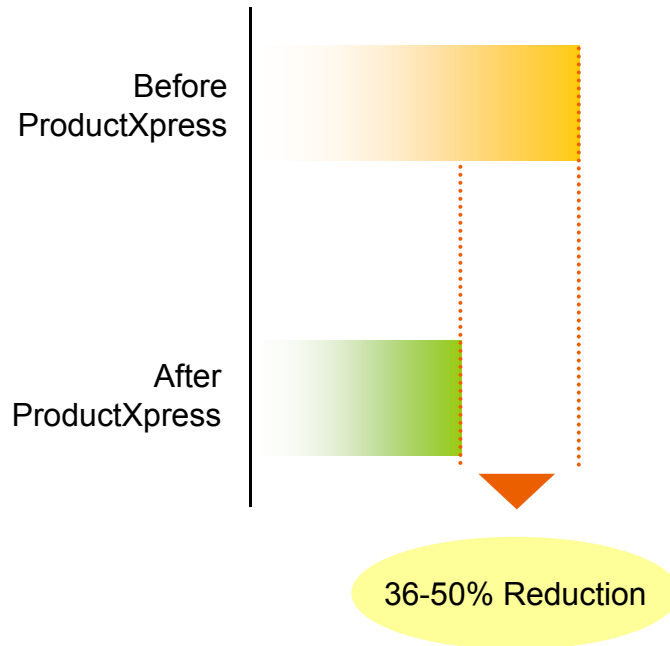
- Intuitive tool for designing and visualising product definitions.
 - Modeling using tables, components or first-principles math increases **design flexibility**
 - Robust testing and “what-if” scenarios enables **iterative development**
 - Self-documenting, built-in version management ensures **consistency and reduces risk**
 - **Agile, No programming**
 - **Business users**

Calculator

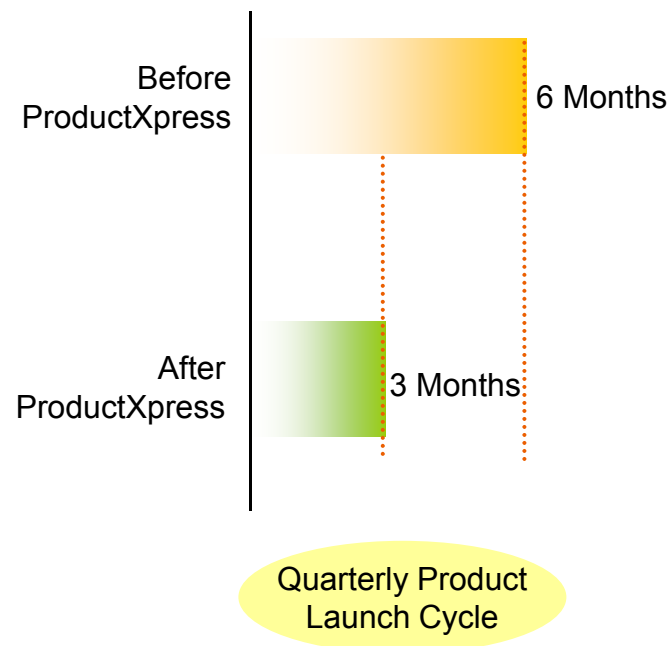
A powerful mathematical (SOA) calculator that can service multiple production systems.

- Calculations are **externalized** from other front-back office systems, serviced by the Calculator
- Data-driven XML format and support for TCP/IP, DCOM and SOAP **eases integration** with various systems
- **Scalable** horizontally and vertically on multiple **platforms**

Time required for IT Step



Cycle of new products



AIG Japan reduced the time required to generate rates by 36-50% and was able to launch new products quarterly. Interface through tables to home grown PL1 systems.

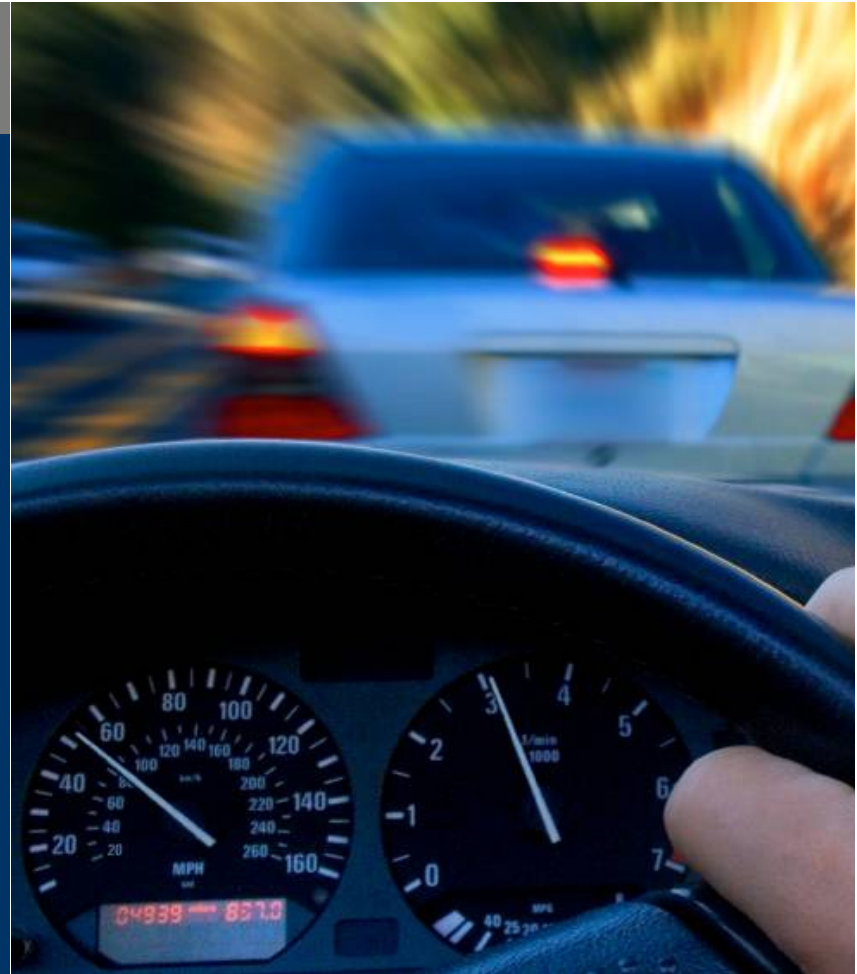
Implemented and live at 3 AIG Japan companies; including deployment to the distributions channel; portal and desktop illustration systems at agents, existing legacy.

Württembergische Gemeinde-Versicherungsverein AG (WGV)

Business outcome:

Rapid roll-out of new insurance services such as “Pay-As-You-Drive”

- Achieve lowest cost IT basis in the German insurance industry
- 30 percent shift of resources from back-office to front-office
- Reduce technology costs by 40%
- 311% ROI in 10 years



WGV – ROI Study Overview

Challenges

- Improving sales channels and reducing cost to serve
- Increasing sales agent productivity
- Manual-intensive, largely paper-based process
- Multiple-touch points, hand-offs, and information bottlenecks
- Improving Straight-Thru-Processing of information
- Implementing change
- Inflexible, legacy systems

Solutions

- Data Center Transformation
 - Business Continuity
- Service Management
 - IT Service Management
- SOA Transformation
 - SOA Enablement
- Information Management
 - Paper-based process automation

Business Results

- Reduced IT costs by 40 percent while doubling business revenue
- Rapid roll-out of new insurance services
- 30% shift of resources from back-office to front-office
- Reduce technology costs by 40%
- €60 Million Investment
- € 126 Million Net Savings
- 35 % IRR in 10 years
- Payback within 42 months
- 311 % ROI in 10 years

HPV – ROI Study Overview

Challenges

- Increased competition and significant challenges in a rapidly changing Insurance Industry
- Banks as sales channel
- Independent Insurance Agents
- Presence in 6 European countries
- Subsidiaries with different experiences, business ethics and cultures
- Multinational organization with many different regional and central operating systems
- New technologies and rapid developments in IT,
- Needed to enhance ability to share information Technology know-how

Solutions

- Data Center Transformation
 - Business Continuity
 - Virtualization
 - Consolidation
- Service Management

Business Results

- Expanded distribution channels with significant volumes
- Increased profitability
- Streamlined development--time to market has been compressed 75%
- Reduced the operational costs by 59%; increased efficiencies in running the ePlatform
- 26% IRR in six years
- Payback within 36 months
- **201% ROI in six years**

Operational Efficiency

Zurich Financial Services UK

Situation



- One of world's largest insurers
- Client wanted:
 - comprehensive BPO support
 - benefits of offshore delivery
 - focus on general insurance
 - to retain a limited set of complex processes in house

Solution



- EDS BPO solution provided through global service centre in India
- We are their sole partner for servicing in India
- Comprehensive BPO delivery, utilizing client's own systems
- Contract that continues to extend in scope and scale

Benefits



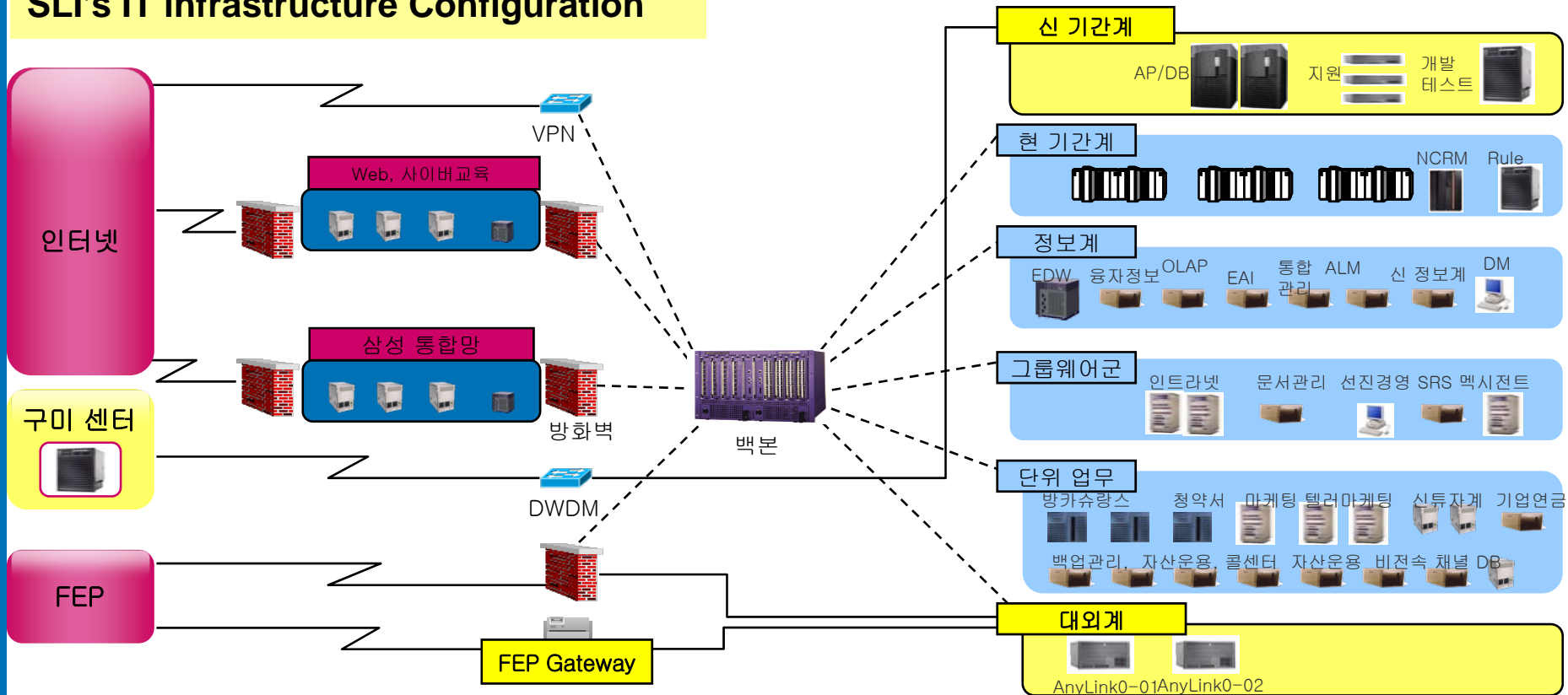
- Cost benefits over 35 %
- 20% productivity gains in the last 3 years
- Process Improvements through six sigma projects
- Improvement in turnaround times in claims processing
- End customer satisfaction (CSAT) improvements in claim handling

Infrastructure Optimisation

Samsung Life

- 전체 시스템 구성도는 기존의 IT 인프라에서 신 기간계 시스템, 대외계 시스템 및 재해복구 시스템을 추가 구성하는 구성입니다.

SLI's IT infrastructure Configuration



Aviva – Infrastructure Optimisation

Aviva Signs \$1 Billion Data Center Services Agreement

Under the terms of the agreement, which was signed in February 2009, EDS will transform and manage two data centers for Aviva, the world's fifth largest insurer. The data centers, located in Norwich, England, serve Aviva's businesses in the United Kingdom, India, France and Ireland.

"Partnering with EDS for data center services, in our view, supports Aviva's goals to improve flexibility, increase operational efficiency and lower costs," said Igal Mayer, UK general insurance Chief Executive Officer at Aviva. "After a thorough evaluation, we chose EDS over other global service providers because of its collaborative approach as well as its unmatched reliability, security and value."

EDS will provide Aviva with [data center modernization services](#) as well as management for the insurance firm's mainframe, midrange and Windows® servers. Approximately 300 Aviva employees will transfer to EDS to deliver these services.

"The data center transformation will help Aviva increase efficiency, lower risk and reduce costs," said Bill Thomas, senior vice president for the Europe, Middle East and Africa region at EDS, an HP company. "As a trusted business ally, EDS will draw on its years of experience to help Aviva evolve its technology environment to drive better business outcomes." HP and Cisco will provide select tools, technologies and resources to EDS in support of Aviva.

As a leader of technology services for the [financial services industry](#), EDS provides a wide range of outsourced and consulting services – from payments and securities processing to applications development, as well as network, customer relationship management and help desk services – to all sectors of the industry.

About Aviva

Aviva is a leading provider of life and pensions to Europe with substantial positions in other markets around the world, making it the world's fifth largest insurance group based on gross worldwide premiums at 31 December 2007.

Aviva's principal business activities are long-term savings, fund management and general insurance, with worldwide total sales* of £49.2 billion at 31 December 2007 and total funds under management of £359 billion at 30 June 2008.

*Based on 2007 published life and pensions PVNBP on an EEV basis, total investment sales and general insurance and health net written premiums including share of associates' premiums.

About EDS

EDS, an HP company, is a leading global technology services provider, delivering business solutions to its clients. EDS founded the information technology outsourcing industry nearly 50 years ago. Today, EDS delivers a broad portfolio of information technology, applications and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments around the world.

About HP

HP, the world's largest technology company, simplifies the technology experience for consumers and businesses with a portfolio that spans printing, personal computing, software, services and IT infrastructure. More information about HP (NYSE: HPQ) is available at <http://www.hp.com>.

Summary

Technology for better
business outcomes





Come visit Hewlett-Packard in Booth 219 to learn about our latest offerings for the Insurance Industry including:

- Application development and IT outsourcing
- Business intelligence solutions
- Claims processing document solutions
- Document automation, management and workflow
- Electronic lien holder notification
- Life and annuity policy administration
- Quality assurance and IT management tools
- Records management

Product presentations and demonstrations will be shown every 30 minutes in our booth theater during exhibit hall hours.

Be sure to drop by and bring your business card for a chance to win an HP Touchsmart IQ526 PC.



Technology for better business outcomes



Tropical Rendezvous Under The Stars

Please join us for an exclusive customer reception

Monday, May 18
7:30 to 9:30 p.m. (come and go)
Crescent Terrace, Swan Resort
Just across the waterway from the Dolphin Resort

Drinks and heavy hors d'oeuvres



Technology for better business outcomes

New location: Premier Suite, Dolphin Resort