

# Wynsure Billing

## State-of-the-art Billing Solution for Individual and Group Insurance

An intelligent Billing solution is the need of the hour for insurance carriers aiming to achieve operational excellence and differentiated customer experience. With changing customer demographics, lifestyles, variance in products and plans, and dynamic customer interaction requirements, billing is a critical area where carriers struggle across business and product lines.

We realize that in today's fast-paced environment and challenging economic conditions, insurance carriers are on the constant lookout to streamline their billing operations, cut costs and focus on their core competencies. Factors such as outdated technology, increasing billing administration costs, inflexible systems and limitations in customer self-service capabilities, make it difficult for these carriers to maintain their status-quo thus making it almost impossible to improve their operational efficiency.

Based on over 20 years of experience and implementations of 25+ global insurance carriers, Mphasis Wyde understands the demands on customer service and operational efficiencies specifically in the Life Insurance Billing space. This understanding reflects in all our solutions designed for both Group and Individual lines.

## Introducing Wynsure Billing Solution

| Supporting Business Growth in Life Insurance Markets   | Improving Customer Service   | Operationalizing Efficiencies with Ease of Technologies  |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Proven scalable architecture</li> </ul>   | <ul style="list-style-type: none"> <li>• Simplify Customer Service by moving from product centric to a client-centric approach</li> </ul>  | <ul style="list-style-type: none"> <li>• Reduce IT dependency on product build and ongoing support</li> </ul>              |
| <ul style="list-style-type: none"> <li>• Product configurability enabling reuse of rules and attributes</li> </ul>             | <ul style="list-style-type: none"> <li>• Enable Customer 360 initiatives</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide tools to support seamless integration to technical environment</li> </ul> |
| <ul style="list-style-type: none"> <li>• Flexibility to support expanded product portfolio features</li> </ul>                 | <ul style="list-style-type: none"> <li>• Billing self-service and multi-channel support for FCR (First Contact Resolution)</li> </ul>  | <ul style="list-style-type: none"> <li>• Re-allocate scarce IT resources to more productive processes</li> </ul>           |
| <ul style="list-style-type: none"> <li>• Integration mechanisms to leverage existing investments</li> </ul>                    | <ul style="list-style-type: none"> <li>• Event-Driven Architecture</li> </ul>  | <ul style="list-style-type: none"> <li>• SaaS access regardless of various operations models</li> </ul>                    |
| <ul style="list-style-type: none"> <li>• Software as a Service (SaaS) subscription model aligning growth to expense</li> </ul> | <ul style="list-style-type: none"> <li>• Multi-channel user experience that provides Billing specialists and Group/HR Administrators access to necessary billing details and transactions</li> </ul> |  |



## Wynsure Billing – Overview

Mphasis Wyde understands that technology is only a part of the solution and that true partnership for success also requires staffing resources that are knowledgeable, experienced and able to work within client's culture and operational structure.

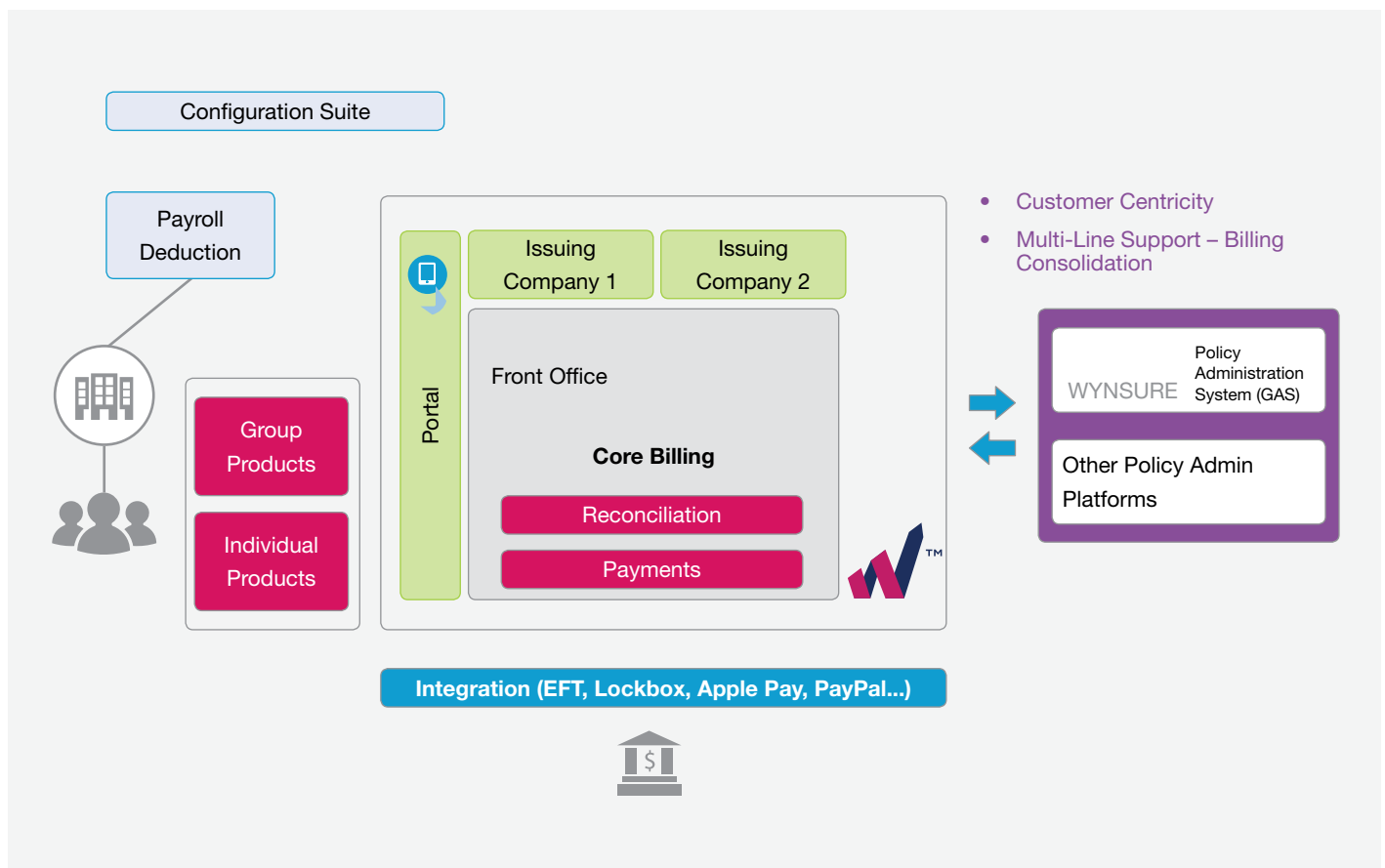
We bring best business and technical practices to ensure our solution aligns to our client's long-term objectives. This requires a detailed understanding of business requirements across billing, invoicing, payment, printing & mailroom operations, customer self-service, collections, GL posting, etc. We understand technology specifications and models that automate business processes and improve key metrics such as CSAT, FCR, NPS, Days Sales Outstanding, % Bad Debt, etc.

It is our experience that no system is 100% "out of the box" for all procedures and guidelines that a carrier has developed over a long history in working with key stakeholders. We are skilled in recognizing and implementing a balance of what is out of the box vs. what needs to be customized for each of our clients.

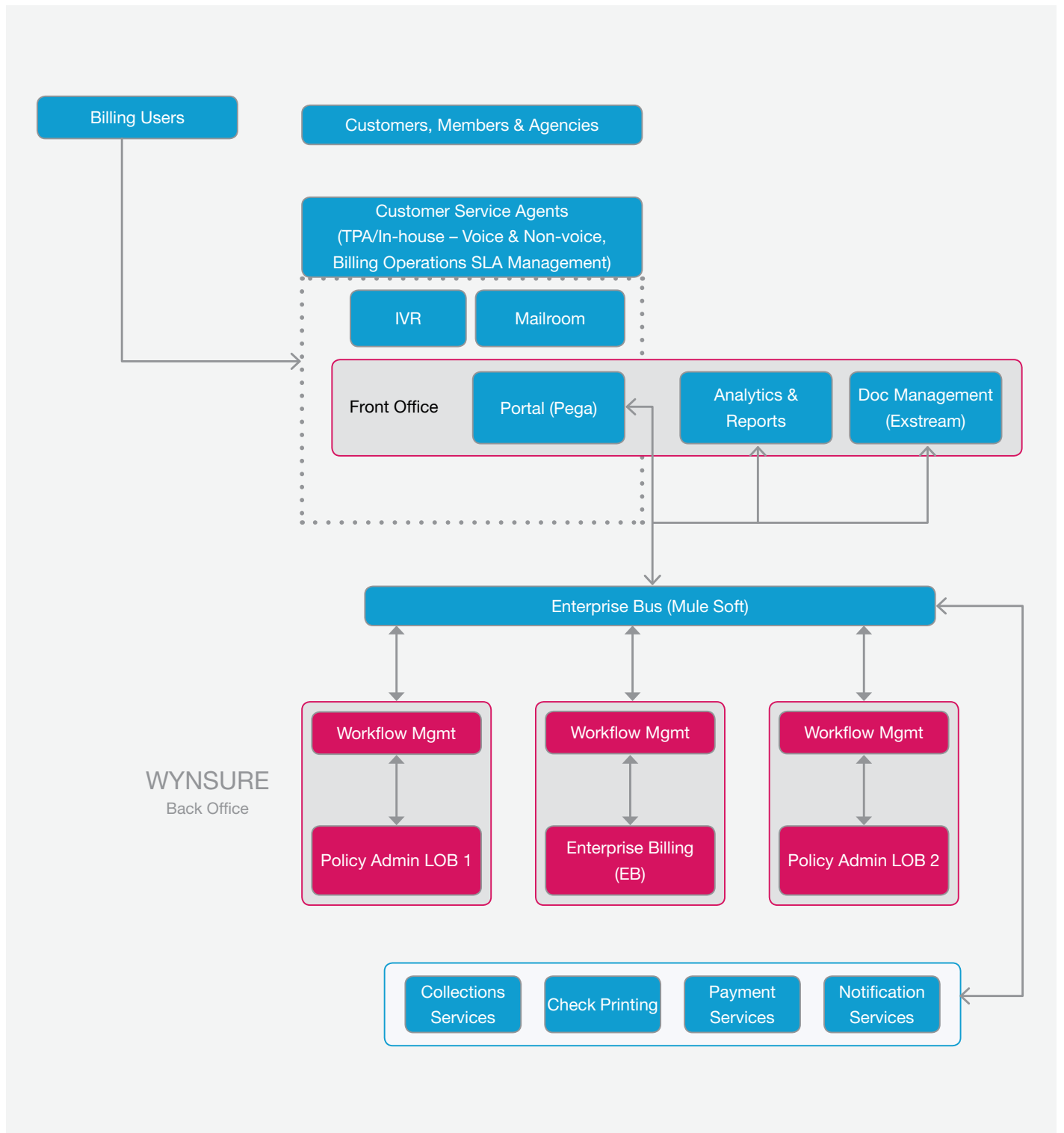
## Solution Architecture

Below schematic reflects what we typically find in large and medium-sized life insurance carriers across multi-lines. Both enterprise functional view and typical solution architecture views are included.

### Enterprise Functional View

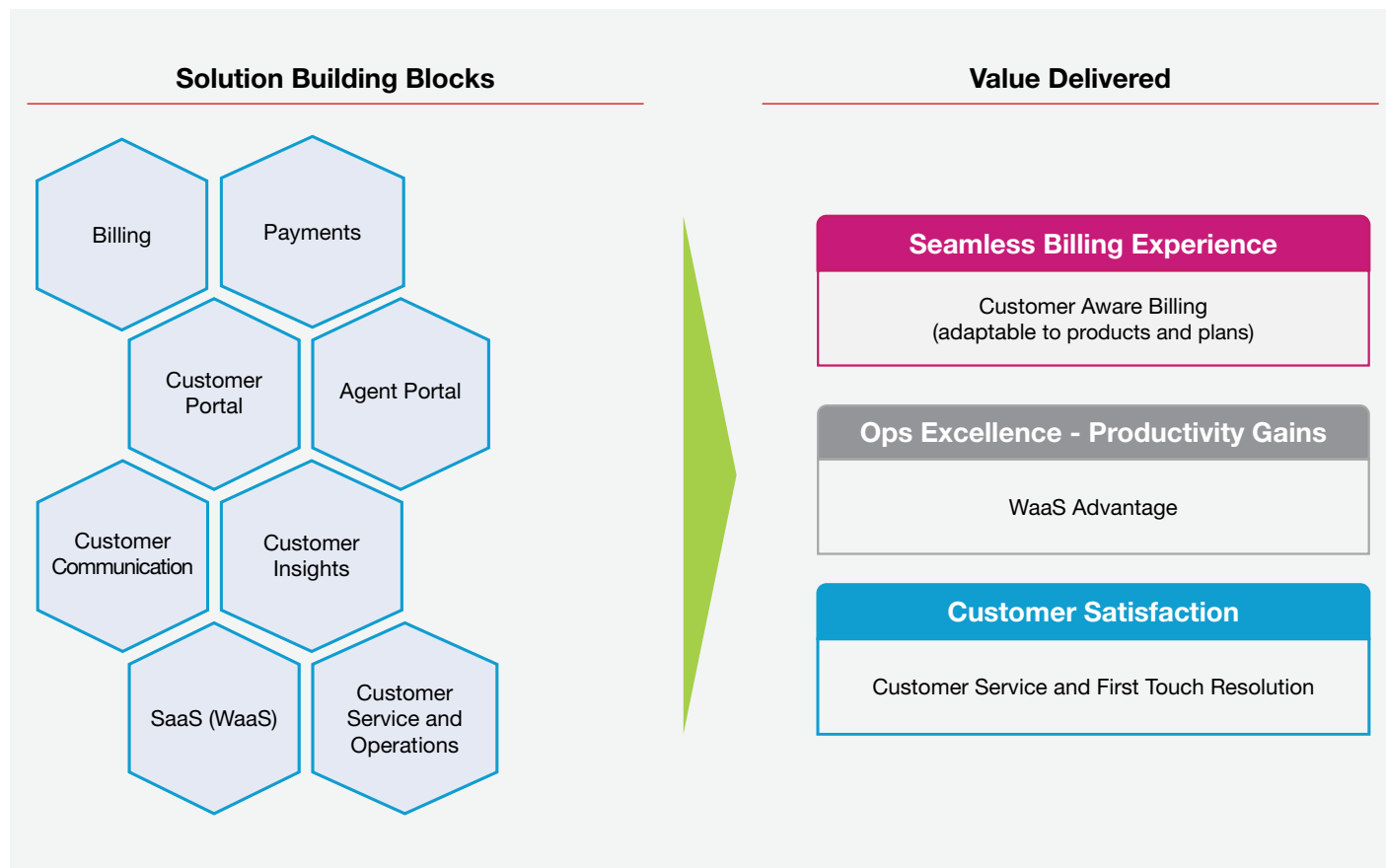


# Representative Multi-line Solution Architecture



# Wynsure Billing - Features

Central modules of Wynsure Billing are:



Central modules (building blocks) of Wynsure Billing are integrated by a reliable and scalable cloud-based infrastructure with high performance and up-time. The Service Oriented Architecture (SOA) of Wynsure also accelerates the system integration effort, helping reduce overall implementation time. The Billing solution is modular, allowing a carrier to choose the capabilities that fit their business needs. The Billing solution supports the entire billing process including invoice creation and delivery, commission processing, payment processing, lapsing/cancellation and billing related customer service.

## Key Functional Capabilities

### Billing and Invoicing

- Invoice creation & delivery
- Direct, agency & consolidated billing
- Same day mailing of printed invoices
- Generation and mailing of statements and commission payments

## **Payments**

- User-defined payment plans
- Flexible fee and finance charge structures
- Automated bi-directional XML interface to processing of agency commissions
- Payment by EFT or check; update account information via portal
- One-time or recurring credit card payments
- Automated reconciliation of insured payments
- Post-cancellation payment intake

## **Customer Interaction**

- Configurable letter and statement templates, and time frames
- Configurable invoice and letter templates
- Automated XML interface to collections system and customer service

## **Operations**

- Workflow-driven authorization
- Automated mail pre-sort
- Receivables management system
- Automated XML interface to GL
- Suspense item investigation services
- Configurable automated write-off process
- Role-driven write-off authority

## **Technology and Infrastructure**

- Hosted SaaS infrastructure
- Integration and application support
- Complete lockbox processing
- Event-driven system architecture
- Customer analytics and reporting

## Why Mphasis Wyde



## Client Engagements

| Clients  | Location | Line of Business | Products  |
|--|----------|------------------|---|
| Tier 1 Group and Voluntary Carrier in the United States  | US       | Life             | In Production: Group (CI, ACC, HI)<br>In Implementation: Group (AD&D, STD, LTD, Cancer, Dental, Vision, Term, WL) |
| Tier 2 Canadian Carrier  | Canada   | Life             | Group (Life, STD, LTD, AD&D)  |
| Tier 2 Carrier in Life and Group Business  | US       | Life             | Group (Life, Vision, Dental, STD, LTD)  |
| Tier 2 Carrier in Life and Group Business in the United States                                   | US       | Life             | Group (Life, AD&D, STD, LTD)  |
| Leading Group/Voluntary Insurance and Investment Planning Services Provider in the United States | US       | Life             | Group (Term, Whole Life, CI, HI, ACC)   |

## ABOUT MPHASIS WYDE

Mphasis Wyde is a global end-to-end Insurance Policy Administration Solution provider using Wynsure, a multi-language, multi-currency platform solution that can be deployed 'on premise' or 'on cloud'. Mphasis Wyde is headquartered in Bloomington, Minnesota, with offices in Canada, an R&D center in Paris, and a Centre of Excellence in India. Wyde was acquired in 2011 by Mphasis, a billion dollar publicly traded Information Technology services provider. Mphasis enables customers to reimagine their digital future by applying a unique formula of integrated cloud and cognitive technology. Mphasis X2C™ formula for success (shift anything to cloud and power everything with cognitive), drives five dimensions of business value with an integrated consumer-centric Front2Back™ Digital Transformation. Our integrated Wyde plus Mphasis solutions offering is aimed at creating value for our customers, helping them improve their business with minimum hassles and capital outlays. A perfect blend of domain expertise, technical excellence, business intelligence and customer experience management is what makes us endearing to our clients.

For more information, log on to  
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