



Wynsure as a Service - The End-to-End Solution

Business Case Summary

The client was looking for a permanent solution for its worksite accident portfolio. They chose Wynsure as a Service for its complete end-to-end solution and the quality of service. This decision enabled them to complete the project before the planned deadline at a lower cost and improved transparency.

Client

A leading European bank, headquartered in Paris. The client's portfolio includes Euro system-related tasks, safeguarding financial stability and offering services to the national community. The insurance portfolio is dedicated to worksite accidents and occupational diseases.

Challenges

- Time to market for system rollover
- Adherence to the French health standards, which is mandatory for the settlement of medical expenses
- Need for a one stop shop service, which included applications, infrastructure, operations, support and maintenance
- Adherence to high levels of security requirements to ensure safety and security of employee's data

Solution

Wynsure as a Service was seen as the best choice due to higher flexibility of the platform, proven industry experience and shorter implementation timeline. The solution was deployed on private cloud with additional security features. Contracts, Claims and Billing modules were deployed on the worksite accidents portfolio. Operation, support, maintenance and updates (including regulation updates) were managed by Wyde Operations Management team.

Wynsure as a Service ensured successful completion and regulatory compliance of operations even after initial Go Live from client's side.

Project Highlights

- The implementation was conducted in two phases:
 - Phase 1 - Implementation of features and payment interfaces
 - Phase 2 - Letter configurations, reporting and additional controls
- The project marked
 - First time accomplishment of Wynsure Health module, which covers the reimbursement of medical expenses for more than 30,000 covered persons
 - First time deployment of Wynsure as a Service on PostgreSQL databases

Benefits

- Wyde offered a managed end-to-end solution with its secured infrastructure, operation, support and maintenance, and ensured service continuity and quality of the product
- Faster implementation could be achieved with effective project planning and use of native capabilities of Wynsure to adapt to the customer's management processes. This ensured minimal customizations
- Wyde helped in digitalization of more than 60% of client's processes, moving away from largely manual processes and legacy systems
This offered multifold benefits:
 - Client's operating costs reduced to 50% of what was spent on the previous system
 - Time to treat claims reduced by 50%; productivity increased by 50%
 - Automated document workflow helped the client go paperless, saving mailing expenses
 - Almost 80% of the claims were treated automatically with no human intervention

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 X2C² 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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