



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 WYDE

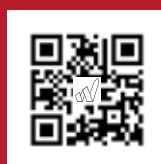
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Wyde is a market leader in policy administration software & solutions for group life & supplemental insurance. We are the creator of Wynsure, a proven software platform, at many of the leading insurance carriers in North America and Europe. We are headquartered in Bloomington, Minnesota, USA, with offices in Canada and a modern Research & Development center in Paris, France. Wynsure is a multi-language, multi-currency, easily configurable software product that offers end to end business solutions in hosted & cloud environments for the Group Benefits market. More information is available at www.wyde.com

ABOUT MPHASIS

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