

Insurance Capability

CMC has an extraordinary track record as a software solution provider in the general insurance business. As of date, CMC has an impressive client list covering leading public sector insurance companies, namely, New India Assurance, National Insurance and United India Insurance and now even top private insurers like ICICI Lombard, Universal Sampo, Cholamandalam MS and HDFC ERGO have been added to the portfolio of satisfied client base. 75% of the non-life insurance policies in India are issued through CMC's software GENISYS and GENISYS Configurator.

Product Brief

GENISYS is 2-tier transactional comprehensive insurance accounting software where general insurance policies are underwritten across Line of Businesses (LoBs) for public sector companies New India Assurance (NIA), National Insurance (NIC) and United Insurance Company Limited (UIIC).

GENISYS Enterprise is CMC's in-house ETL data ware housing tool where transactional data was extracted from the operating offices and data consolidated in the regional and head offices for all 3 public sector companies mentioned above. It addresses all the requirements of Operating Office Data Exchange, Data Integration with Lateral and Higher Offices, Enterprise wide Data Consolidation, Business Intelligence and Multi Dimensional Data Analysis. It also has the web component known as GENISYS Web Enterprise with features like e-covernote, e-claims, etc.

CMC's Centralised Claim Hub is successfully running in the regional offices (RO) of NIA, NIC and UIIC and has the following functionalities:

- Claim intimation
- Surveyor appointment
- Surveyor report submission
- Claim settlement
- Claim settlement approval
- Claim disbursement
- Surveyor payment release
- Surveyor fees disbursement

Beside these, the Claim Hub also covers:

- Daily Monitoring of RO Claim Activities
- Generation of RO Claim MIS
- Continuous enhancement and improvement in RO Claim software

Since April 2007 CMC has been providing feed to GIC regarding Motor TP Pool. CMC is carrying out the following activities for sending the policy feed to Motor TP Pool:

- Automatic Retrieval of Motor TP Data from Operating office and transmission to the HO Central repository
- Generation of XML feed as per GIC format from HO Central Repository
- Upload of same XML feed to GIC in a regular basis
- Upload of GIC rejected data into Motor Pool system
- Simulation and Rectification of the rejected data and Uploading the rectified data to GIC
- Maintaining tracker for sending status from Operating Office to HO and GIC XML data Upload (Relevant for NIA, NIC and UIIC)
- Enhancement and Customization of Motor Pool Software as per GIC / Insurance Company requirements.

GENISYS Configurator is a 3-tier web-based suite of components that addresses the needs of a comprehensive insurance system covering underwriting, claims, accounts, reports and queries, etc. All the components can be used together as an integrated product or can be used individually to suit specific organisational needs. GENISYS Configurator allows the users to easily and rapidly define new insurance products, make changes to existing products and establish rules that govern the products' behavior. The greatest strength of the solution lies in its flexibility and scalability.

GENISYS Configurator Broker Solution is addressed for brokers, travel agents, intermediaries, etc. For Tata Business Support Services, CMC implemented GENISYS Configurator Broker solution. Some general insurance companies (United India Insurance, National Insurance, New India Assurance, Oriental Insurance, ICICI Lombard and Royal Sundaram) in India had outsourced their BPO operations to Tata Business Support Services (TBSS) for underwriting the policies for new cars sold by Tata Motors dealers as well as subsequent renewals. Tata Motors wanted to ensure that dealers underwrite the insurance policies by using the GENISYS Configurator. The insurance companies BPO operation being carried out by TBSS for all policies sold and renewed by Tata Motor Dealers. GENISYS Configurator in TBSS provides insurance functionalities at Tata Motors dealers end. CMC's scope of work is Software Implementation, Post Implementation Software Maintenance and Technical Support Services.

CMC's Strengths

Strong Domain and Technical Expertise

Thorough understanding of the Market and its needs

Comprehensive, Quality-Centric Scalable Solutions

Constant Up gradation in Functionality and Technology

High Degree of Standardization and Low Replication Cost

Geographical Reach and Large Scale Project Implementation Skills

Ability to deliver end-to-end Solutions

Ability to cater to all IT needs of the Client

Proactive Solution Identification

Insurance Product Portfolio

Offerings	Clients
GENISYS	<ul style="list-style-type: none"> ○ The New India Assurance Company Limited ○ National Insurance Company Limited ○ United India Insurance Company Limited
GENISYS Business and Web Enterprise	<ul style="list-style-type: none"> ○ The New India Assurance Company Limited ○ National Insurance Company Limited ○ United India Insurance Company Limited
Motor TP Pool – GIC Feed	<ul style="list-style-type: none"> ○ The New India Assurance Company Limited ○ National Insurance Company Limited ○ United India Insurance Company Limited ○ Universal Sompo General Insurance Company Limited ○ HDFC ERGO General Insurance Company Limited
Centralized RO Claims	<ul style="list-style-type: none"> ○ The New India Assurance Company Limited ○ National Insurance Company Limited ○ United India Insurance Company Limited
GENISYS Configurator	<ul style="list-style-type: none"> ○ ICICI Lombard General Insurance Company Limited ○ Universal Sompo General Insurance Company Limited ○ Cholamandalam MS General Insurance Company Limited ○ HDFC ERGO General Insurance Company Limited ○ The New India Assurance Company Limited Fiji
GENISYS Configurator –Broker Solution	<ul style="list-style-type: none"> ○ Tata Business Support Services Limited
GENISYS Configurator –Offline Solution	<ul style="list-style-type: none"> ○ ICICI Lombard General Insurance Company Limited

Main services

- Core Insurance
- Third Party Product Integration.
- Facilities Management
- DR Solution
- Security Solution
- Network Solution
- Data Migration
- Training Services
- Testing Services for Third Party Applications
- Document Management Services
- Digitization Services
- Claim Outsourcing Services
- Helpdesk Services
- Call Centre Services
- Data warehouse and Data Mining

CMC Core Insurance Installations in India

Presently, the products GENISYS and GENISYS Configurator are running in more than 3500+ locations across India. The following are some of CMC's customers in Insurance Sector. CMC is also doing the Program Management in these installations.

- The New India Assurance Company Limited (GENISYS and GENISYS Enterprise)
- National Insurance Company Limited (GENISYS and GENISYS Enterprise)
- United India Insurance Company Limited (GENISYS and GENISYS Enterprise)
- ICICI Lombard General Insurance Company Limited (GENISYS Configurator)
- Universal Sompo General Insurance Company Limited (GENISYS Configurator)
- Cholamandalam MS General Insurance Company Limited (GENISYS Configurator)
- HDFC ERGO General Insurance Company Limited (GENISYS Configurator)
- Tata Business Support Services Limited (Broker Solution of GENISYS Configurator)

CMC's Other Engagements in Insurance Sector in India

The following are some of CMC's customers in Insurance Sector where CMC has done Infrastructure Management including Supply, Installation and Maintenance. CMC is also doing Platform Migration in Life Insurance Corporation of India

- Oriental Insurance Company Limited
- Life Insurance Corporation of India
- ICICI Lombard General Insurance Company Limited
- Universal Sompo General Insurance Company Limited
- Cholamandalam MS General Insurance Company Limited
- Bharti Axa General Insurance Company Limited
- Tata Business Support Services Limited

CMC's Engagements in Overseas Insurance

Some of CMC's customers in the overseas insurance sector are:

- The New India Assurance Company Limited, Fiji
- State Insurance Company of Mauritius
- Safeco Insurance
- DLF Pramerica

Development / Support Offices in India for Insurance

To expand and promote CMC's focus on the insurance sector, Insurance Competency Center (ICC) proactively functions with multifaceted activities in insurance business space in terms of innovative product research, development, and insurance education and training.

The Insurance Competency Center is located in four major cities of India: Mumbai, Chennai, Kolkata and Hyderabad.