

# CELENT

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## **Technology Trends in Indian Insurance 2009-10**

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## FOCUS AREAS FOR INSURANCE CEOs

### Productivity

- How good am I at acquiring customers?

### Retention

- How long am I keeping my customers?

### Value and cross-sell

- How much are my customers buying from me?

### Cost

- How much is it costing me to acquire, retain, and develop my customers?

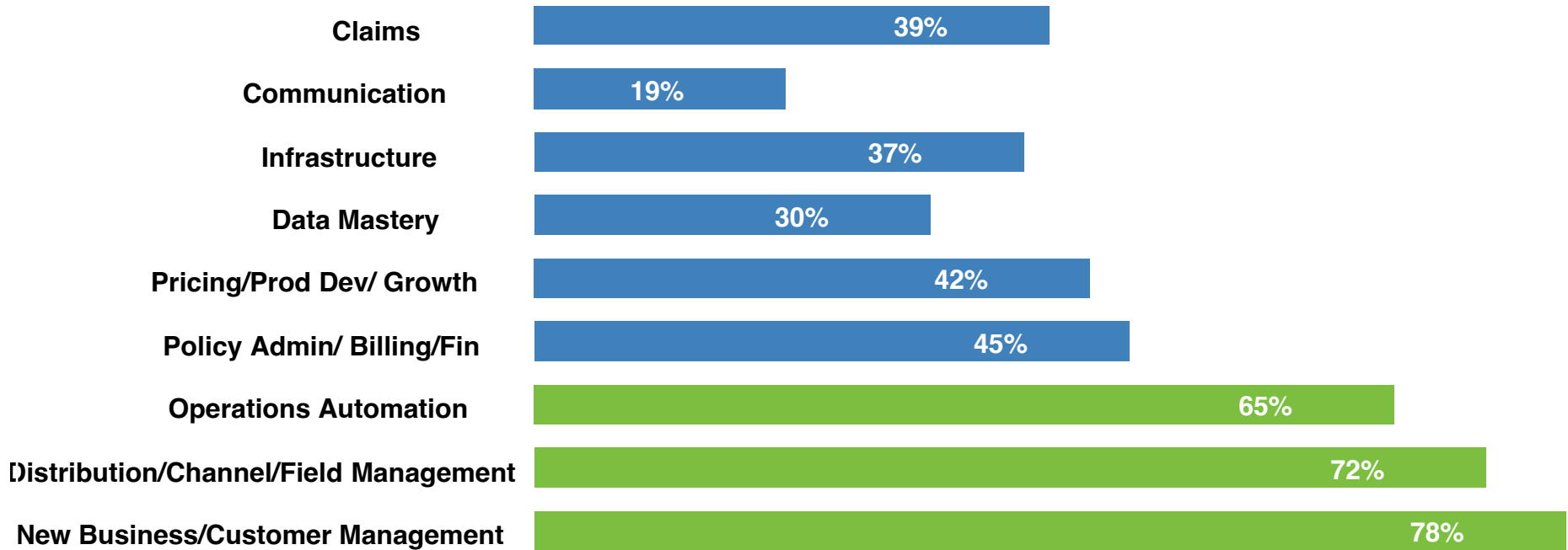
### Capital

- How much am I investing?
- How much risk am I running?

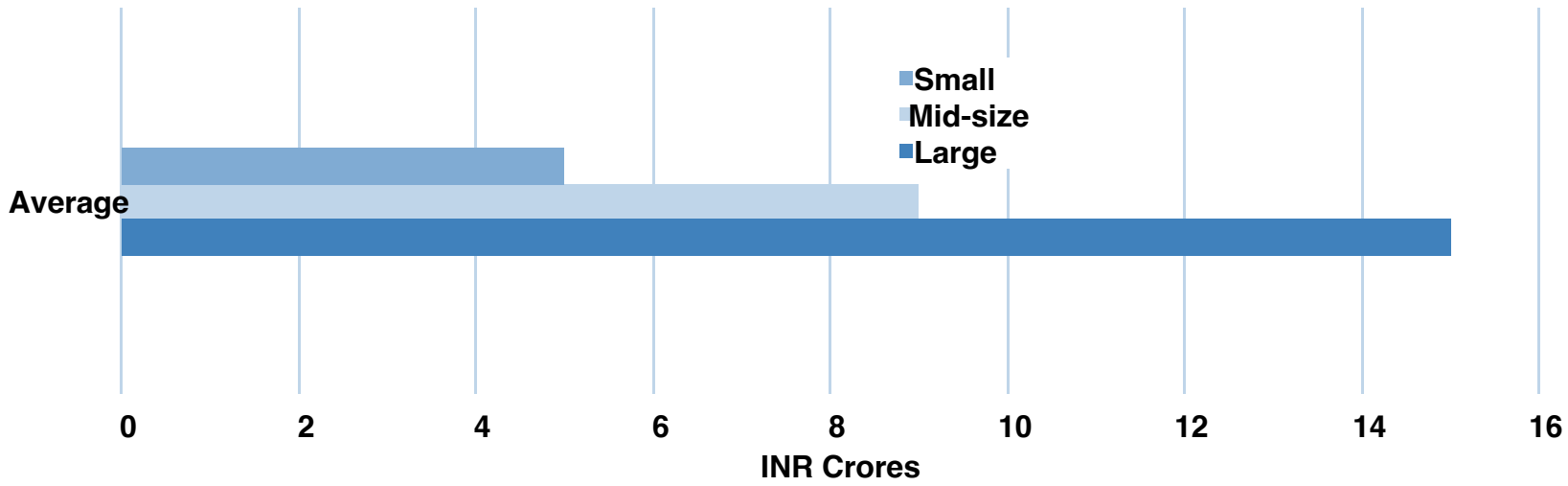
## Business Drivers Determining Technology Agenda



## Technology Initiatives (Priority) 2009-10



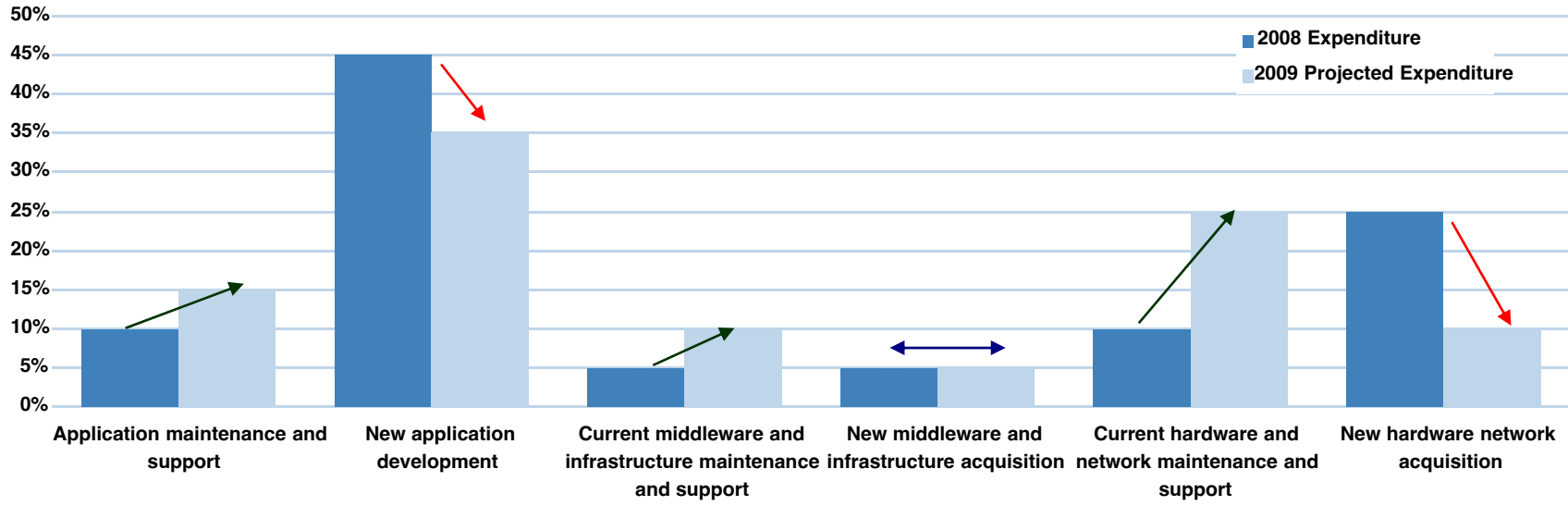
# Allocation for Priority Initiatives



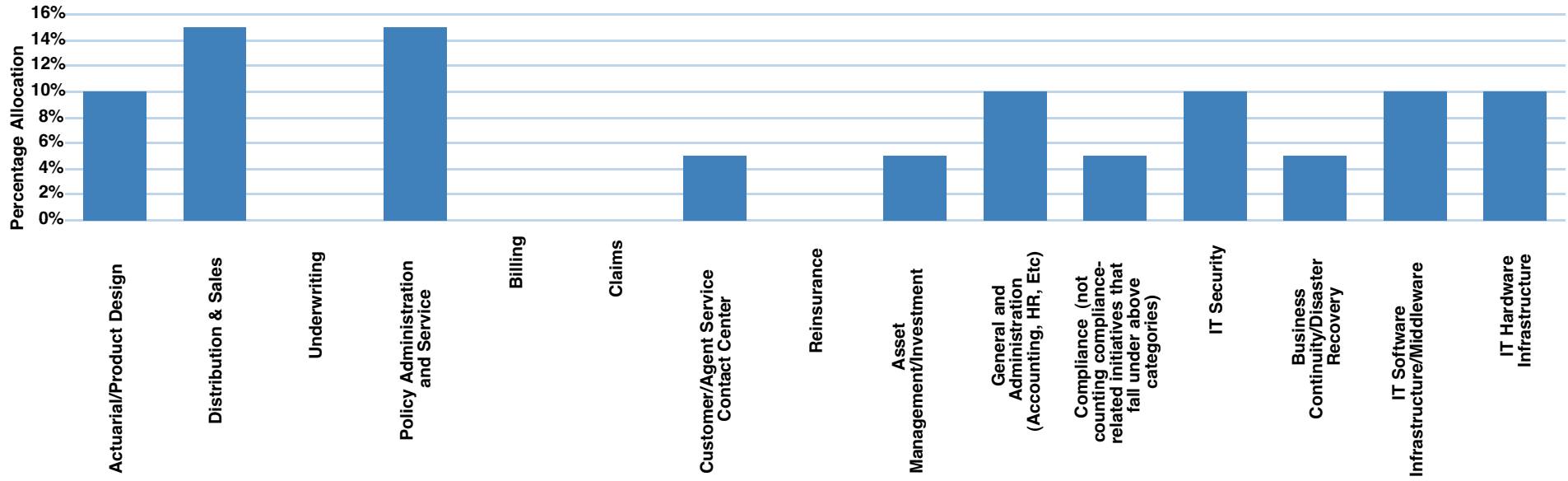
## Allocation Shifts by Functional Areas for Priority Initiatives

Functional Area	Allocation Shifts
Product Design	Major Increase (>15%)
Distribution and Sales	Major Increase (>15%)
Underwriting	Flat (-3% to 3%)
Policy Administration and Servicing	Minor Increase (4% to 15%)
Billing	Flat (-3% to 3%)
Claims	Minor Decrease (-4% to -15%)
Customer Service Contact Center	Minor Increase (4% to 15%)
Producer Service Contact Center	Flat (-3% to 3%)
Reinsurance	Minor Increase (4% to 15%)
Asset Management and Investment	Minor Increase (4% to 15%)
General and Admin (Accounts, HR etc)	Minor Increase (4% to 15%)
Compliance	Flat (-3% to 3%)
IT Security	Minor Increase (4% to 15%)
Business Continuity & Disaster Recovery	Minor Increase (4% to 15%)
IT Software Infrastructure/Middleware	Minor Increase (4% to 15%)
IT Hardware Infrastructure	Minor Increase (4% to 15%)

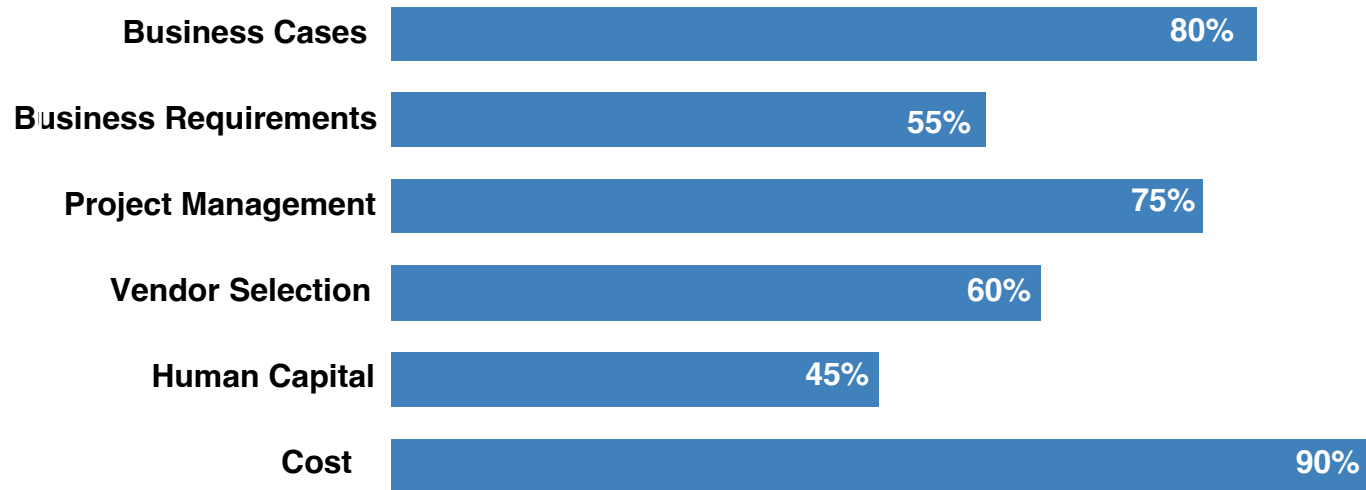
# Planned Budgetary Allocations for 2009-10



## New Projects Allocation for 2009-10



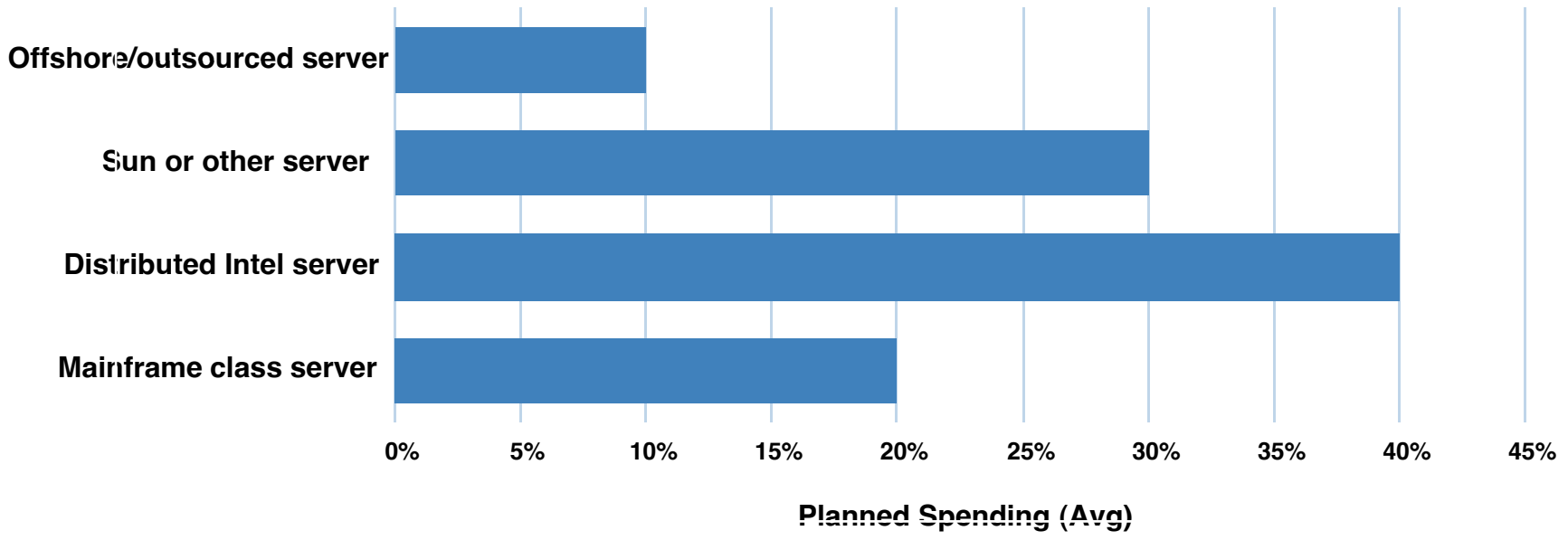
## Pressures for Insurance Technologists (2009-10)



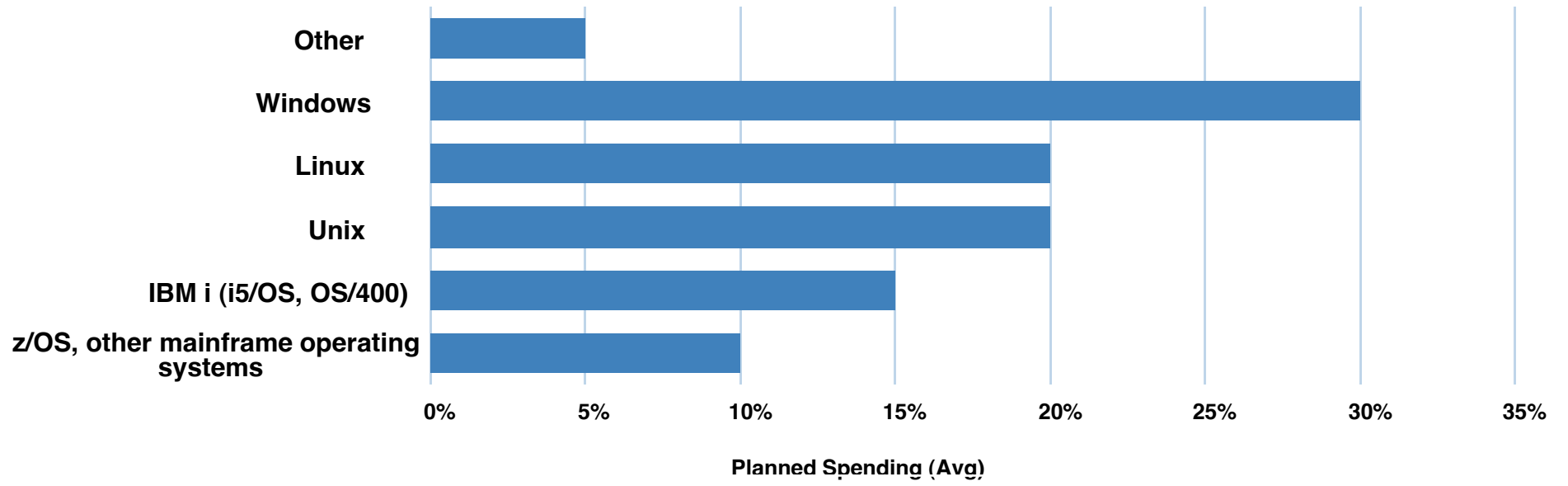
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## Technology Strategies

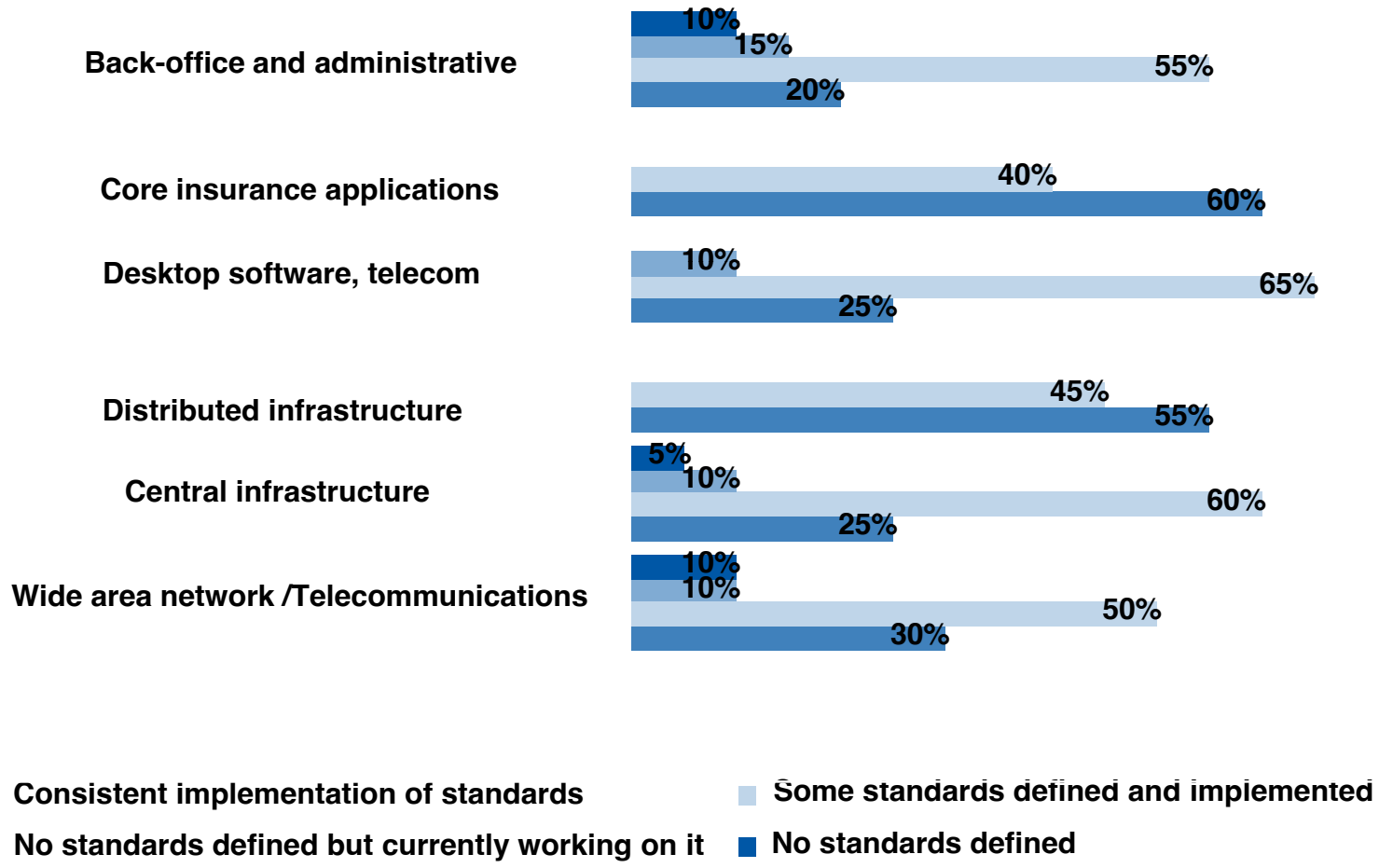
# Infrastructure- Servers



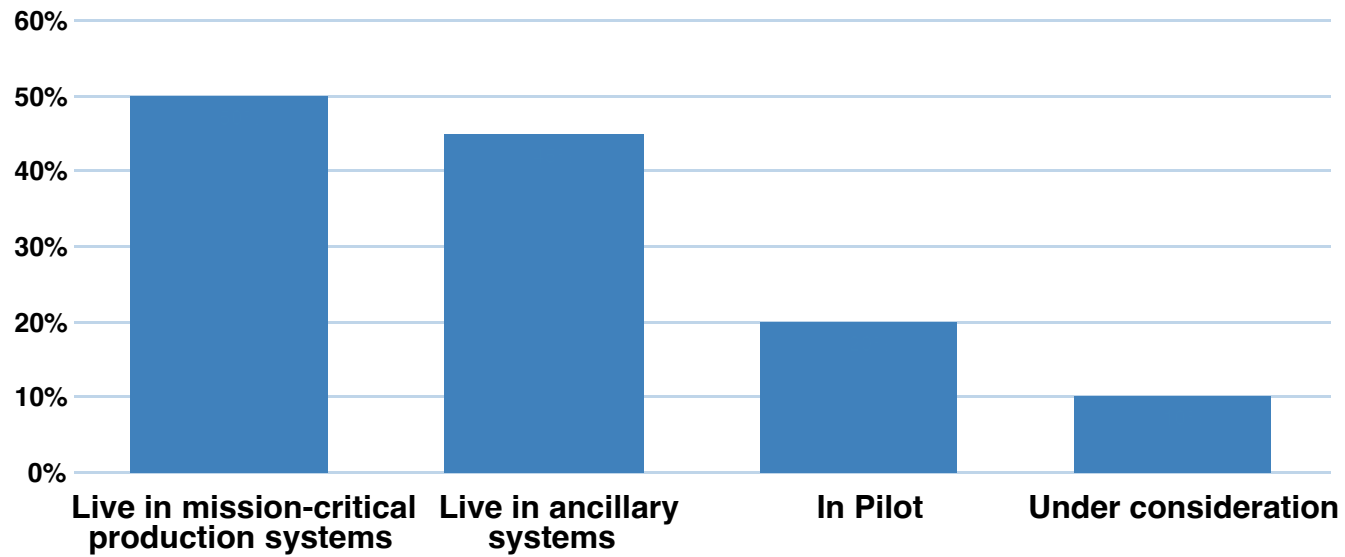
# Infrastructure- Operating Systems



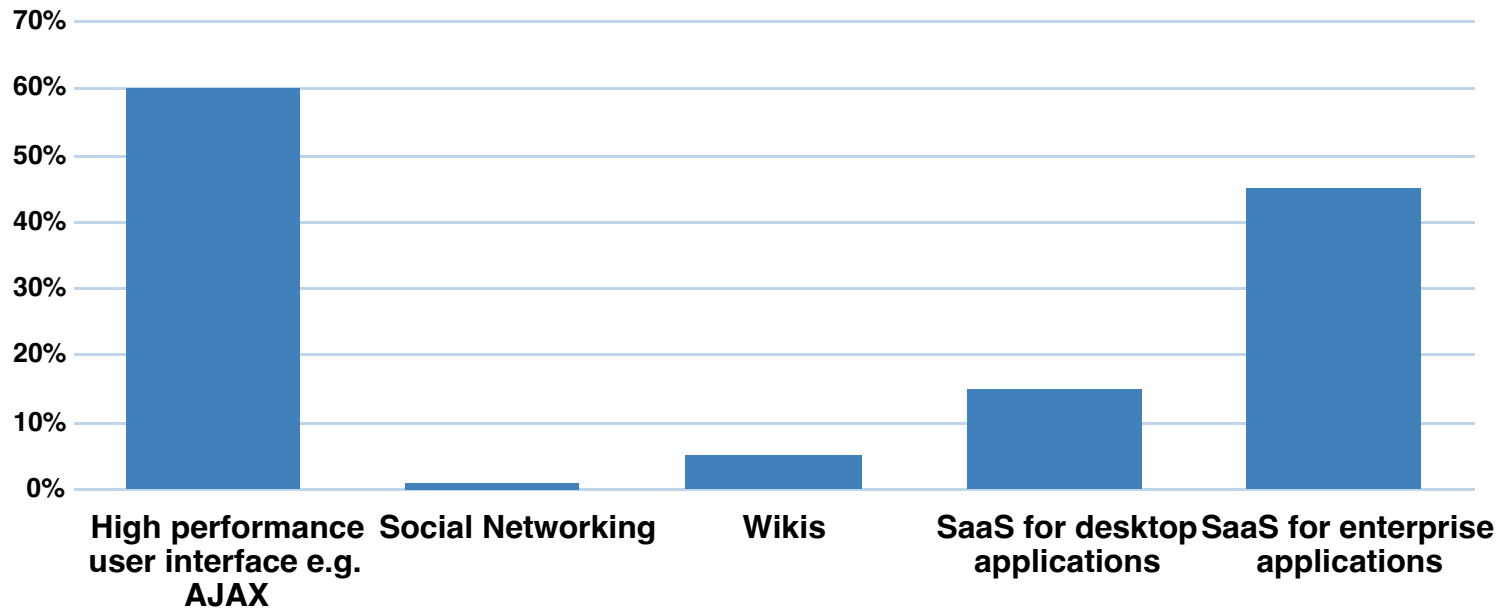
# Architecture- Standardization



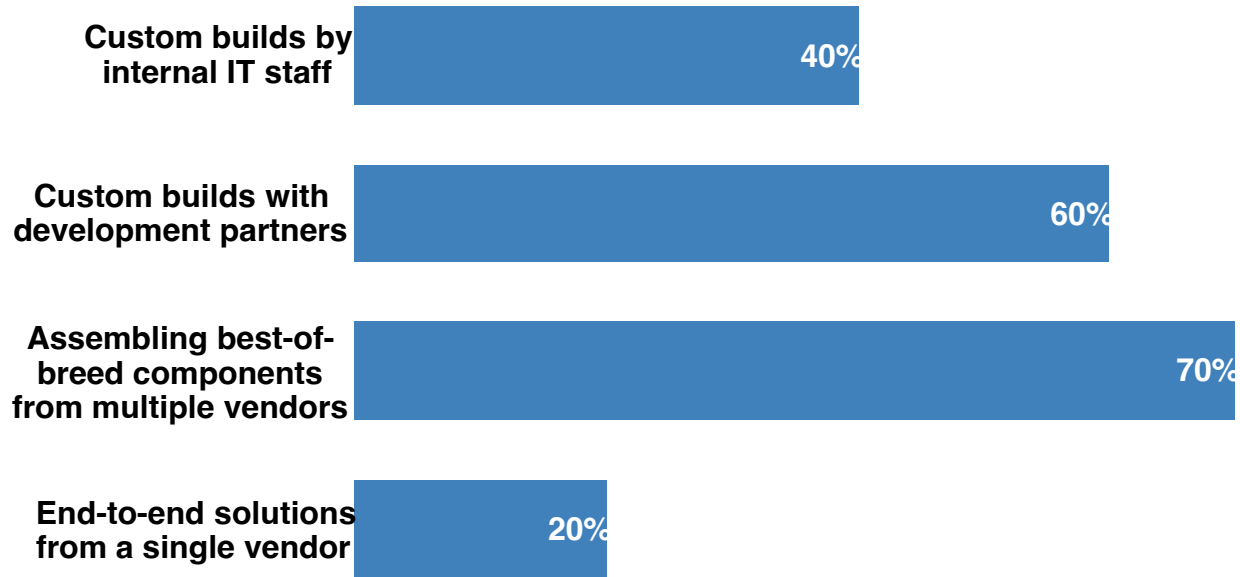
## Web Services/SOA



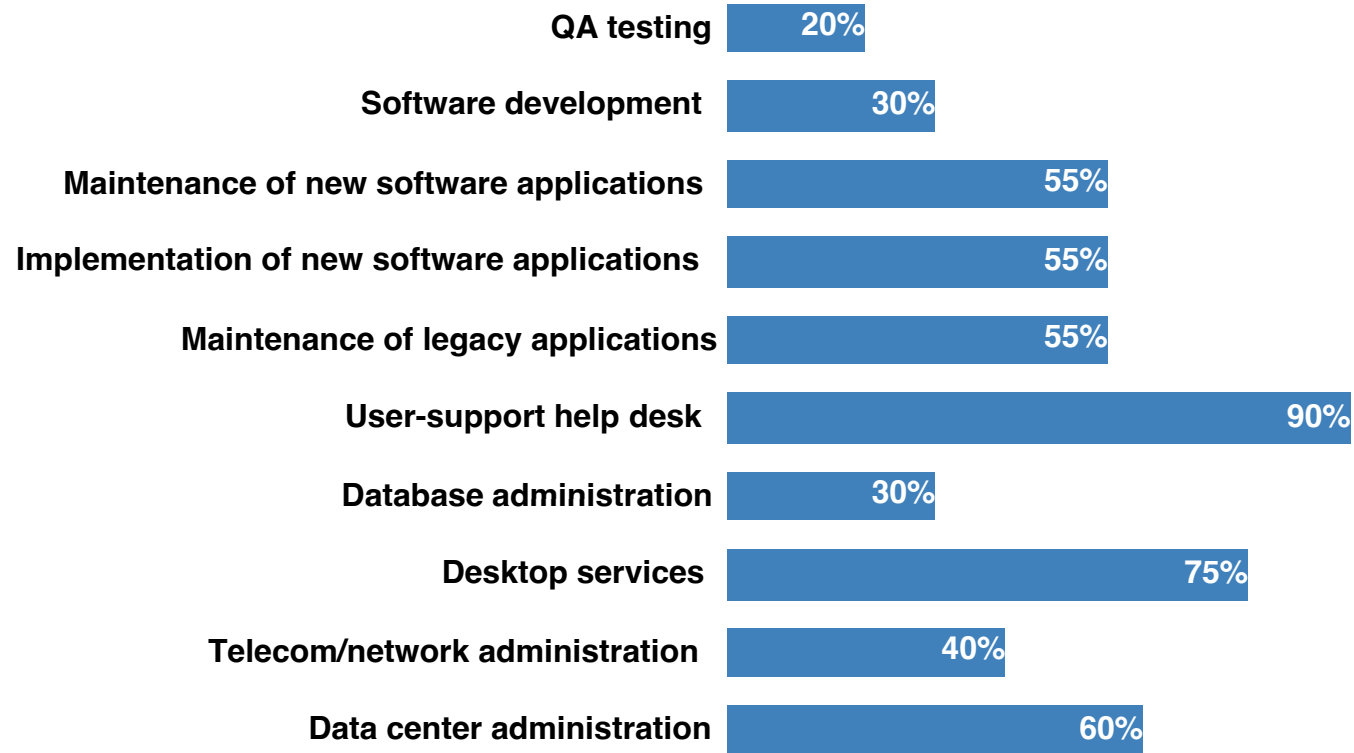
# Emerging Technologies



# IT Vendors



# IT Outsourcing



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Any Thoughts....

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