



POLICY ADMINISTRATION ON DEMAND



Choose a road map to success

Whether you are a well-established carrier or a start-up pursuing the virtual insurer model, the path to profitable growth is fraught with tough economic realities. Fierce competition at a time of high reinsurance pricing means you are reluctant to raise premiums even though your costs are skyrocketing. And fierce competition also means that focusing on customer retention and maximizing cross-selling opportunities are key to staying ahead.

Insurers who cannot quickly fill a niche with new products or improve their underwriting results with third-party reporting tools are at a distinct disadvantage. Now more than ever, your company needs the latest tools so you can move forward confidently with services such as online quoting, straight-through processing, and exception-based underwriting. These innovative technologies can help you manage costs, stay competitive, and chart a growth-enabling path for the future.



Yet many carriers are discovering that while their legacy systems will likely hang around for as long as the dinosaurs walked the earth, adapting those systems to meet current business needs and customer demands is a costly and time-consuming odyssey. And many are wondering how to shift from older systems that are expensive to maintain to newer, less-costly Web-based systems that are easier to work with.

BIPT can help you on a successful journey with a policy administration system (PAS) that will not only grow with you but also offer a way to:

- Easily conduct business with agents and service partners
- Streamline the underwriting process to reduce the cycle time from quote to issue
- Reduce loss ratios through enhanced underwriting capabilities
- Speed time to market for new products and programs
- Reduce or eliminate the costs of updating and maintaining legacy systems



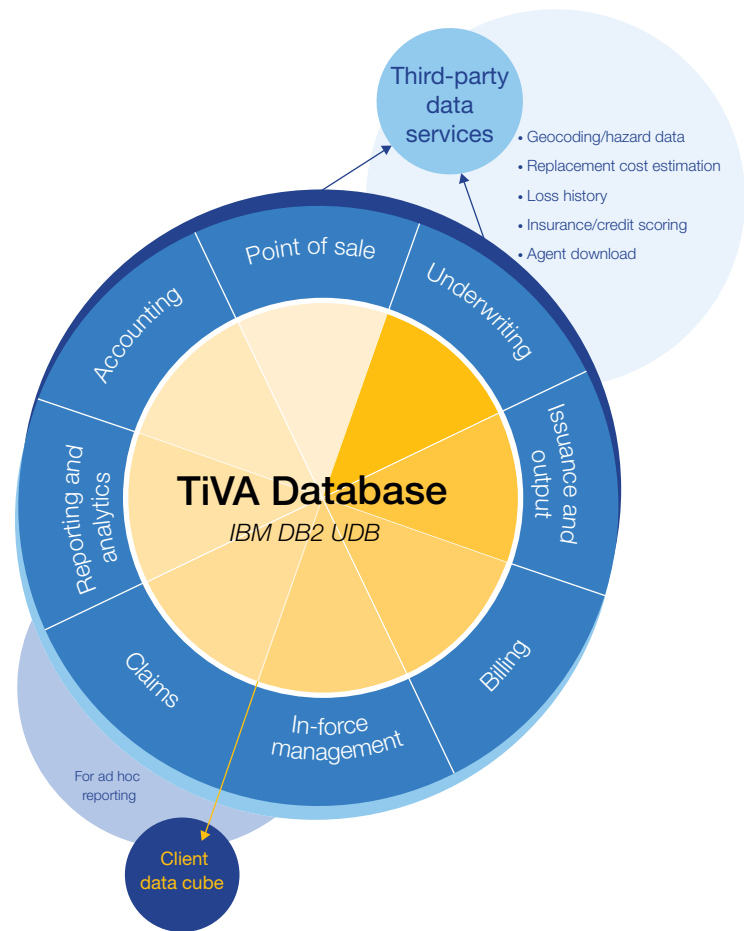
Move ahead with TiVA

TiVA is a comprehensive, fully net-native PAS from BIPT that is hosted by IBM® e-business Hosting™ Centers and designed to help carriers and their agents meet all the requirements of a competitive insurance marketplace. TiVA enables you to:

- Allow selected agents, policyholders, and carrier partners to access the system functionality via an Internet browser
- Perform analytics anywhere, anytime, with Web-based access to data and reports
- Streamline the underwriting process and reduce issuance cycles with a high degree of automated underwriting and straight-through processing enabled by our business rules engine
- Rapidly configure new products and programs—our benchmark is 60 to 90 days for new product rollout
- Interface with the latest third-party lookup tools for improved underwriting results
- Stay on top of the latest regulations and reporting requirements
- Easily scale from thousands of policies to millions as your business grows
- Maintain high availability on a world-class infrastructure managed as a service on IBM servers—ensuring reliability and disaster recovery at an affordable price point

“The high level of automation offered by the system, such as automatic policy cancellation and automatic underwriting, has greatly reduced the manual processing workload. Overall, the system provides exceptional value versus other commercial offerings, resulting in substantial savings for Citizens and its policyholders.”

– **Curt Overpeck**
Chief Information Officer
Citizens Property Insurance Corporation



TiVA architecture

- ACORD standards-based
- Open standards (Java 2, Enterprise Edition)
- Service-oriented
- IBM middleware—WebSphere® and DB2®

TiVA keeps pace with innovative technologies

As a 100 percent net-native, preintegrated suite, TiVA offers a customizable solution and unrivaled functionality that keeps pace with the latest technological innovations. This functionality includes:

- Point of sale
- Rating
- Underwriting
- Issuance and output (including forms)
- Billing
- Policy management
- Claims
- Accounting
- Reporting and analytics
- Producer management

Access the latest information from third-party services

In the insurance industry, information is power, and to become a powerhouse you need to interface with the latest, most up-to-date sources of information—either contracted directly or as an integral part of your TiVA service. Since TiVA is built on a standards-based, enterprise-level architecture, the system uses Web services to offer you a wide range of interfaces, including:

- Geocoding/hazard data
- Replacement cost estimation
- Loss history
- Insurance/credit scoring
- Agent download

“Working with the TiVA system allows Southern Oak to service our policyholders from any place at any time, and agents can respond immediately to policyholder questions without having to contact us first.”

– **Tony Loughman**
Chief Executive Officer
Southern Oak Insurance Company

Benefit from the IBM hosting advantage

We are proud to say that hosting support for our application is provided by IBM Managed Hosting services. IBM is a worldwide hosting leader chosen by thousands of companies of all sizes to host their business applications and Web sites. By utilizing the IBM hosting infrastructure including networking, security, OS management, storage, backup, and implementation methodology, we believe that our Software as Services application provides a comprehensive solution for your business requirements.

The IBM Hosting Centers and infrastructure

Our application resides in one of the strategically located IBM e-business Hosting Centers. To help protect against security breaches and natural disasters, these hardened facilities are designed to provide a safe and controlled environment for proprietary information and physical assets.

IBM employs rigorous security technologies and procedures to help protect the physical infrastructure and the integrity of customer data, such as interior and exterior video surveillance and monitoring by onsite security personnel, motion detectors, and alarms. These IBM data center security measures are in compliance with universally accepted practices, and in many cases, exceed those practices.

The IBM hosting infrastructure provides exceptional performance and reliability. Designed with redundant server and network components, as well as automatic failover and high-speed load balancing, the IBM hosting infrastructure is capable of delivering peak performance consistently. The IBM network and server infrastructure is managed with capacity and fault monitoring around the clock to help keep customers' mission-critical business applications running smoothly. The infrastructure includes advanced security technologies and practices to help protect critical business data against misuse and unauthorized access, including dedicated firewalls, quarterly scans to detect vulnerable ports, redundant appliances for all incoming traffic, and network intrusion detection policies.

In the event an outage occurs among clustered servers, automatic failover to a backup server allows for continuous operation.

Data is incrementally backed up daily by both disk and tape, and full backups are performed weekly. The data is made readily available using IBM advanced storage area network (SAN) technologies. The SAN provides users with rapid access to data and can scale a customer's available storage resources to accommodate increasing demand.

Ongoing management and support

To deliver the best possible application availability, IBM provides continuous infrastructure monitoring and management, 24 hours a day, 7 days a week. IBM technicians are always on site, using a variety of network and server monitoring tools. Most of these tools are designed to detect problems before they impact application performance. When problems are detected, technicians work to resolve them using the extensive resources of IBM whenever necessary.

Serving as a virtual extension of our business, IBM enables us to deliver TiVA confidently to our customers. By leveraging IBM Managed Hosting services, we gain a highly reliable, scalable infrastructure for application delivery. It's an infrastructure we can count on to accommodate your application needs today and in the years to come.

About BIPT

BIPT is an IBM Advanced Business Partner with proven success in delivering solutions that meet the needs of today's property and casualty carriers. TiVA, our flagship policy administration system, runs on the IBM on demand infrastructure, which includes DB2 Universal Database™, WebSphere®, and System p™ and System x™ servers. This proven technology is tailored to address the business and IT needs of insurance companies like yours.

To find out how you can leverage the BIPT product range—including IBM on demand technology—and help ensure your success in the insurance industry, visit www.bipt.com or www.ibm.com/software/showcase/sas, or call us at (877) 358-BIPT.

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