

# Business Consulting

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Responding to changing market demands with agility and innovation while reducing costs and risks is what separates successful companies from their competitors. Delphi Technology, a leading provider of professional liability and workers' compensation solutions, provides innovative insurance solutions -- consulting, outsourcing, technology and software -- to enable you to meet these demands.

We provide insurance industry solutions that address products, strategies, people, processes and operating infrastructures that help insurers streamline operations, reduce costs, improve service and grow revenue.

Delphi Technology's Business Consulting Group provides expertise, commitment and staff enabling you to optimize your OASIS investment.

- Expertise – With more than 15 years of experience in the professional liability, workers' compensation and reinsurance industries, Delphi Technology knows how to drive results from your OASIS investment.
- Commitment – No partner is more committed to seeing your OASIS implementation succeed. Delphi Technology's on-going customer lifecycle management is illustrated by the fact that we have never lost a customer.
- Staff – Direct access to our development staff offers knowledge and resources not offered by other solutions vendors.

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## Value-Driven Consulting Support

The Business Consulting Group provides value-driven support to help you make the improvements needed to achieve your business goals. Our consultants combine creative concepts with industry knowledge and best-practice experience to support the following enterprise initiatives:

- IT strategy and operations
- Needs analysis
- Business process management

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## The Solutions

### IT Consulting

- Capacity planning
- Network infrastructure design and implementation
- VMware design and implementation
- Disaster recovery program
- Oracle database maintenance and consulting

### Needs Analysis

- Evaluate current business practices, processes, and workflows – We review your existing processes, procedures, and practices including transaction entry, business acquisition, renewal, claims management, and workflow then deliver a report identifying the areas that can be improved.
- Review the organizational objectives and direction
- Recommend best practices alternatives and improvements
- Description of required functionality
- Develop a high-level implementation strategy
- Develop a conversion plan – automated, manual, hybrid
- Evaluate the business benefits of OASIS solutions, aiding in IT decision making and project monitoring
- Evaluate integration requirements for existing software

### Business Process Management

- Business process strategy analysis – We identify potential areas of

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**Delphi Technology, Inc.**

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### About Delphi Technology, Inc.

For more than 15 years, Delphi Technology has been a leading provider of technology solutions to the insurance and risk management industries. By leveraging its extensive industry knowledge and experience, Delphi Technology delivers a comprehensive range of innovative technology solutions for property and casualty insurers, third party administrators (TPAs), self-insureds, and risk retention groups (RRGs).

Delphi Technology's OASIS suite provides proven software applications to run core insurance operations including underwriting, billing, policy administration, claims management, financial management, risk assessment, and reinsurance. OASIS enables companies to optimize their business processes and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology's professional services staff of 150+ technical and insurance experts utilize a proven implementation methodology ensuring the transfer of necessary market and business expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has sales, support and development offices throughout North America as well as in Shanghai, China.

- improvement for optimization, integration, and innovation in mission-critical processes.
- Business process design – We model and configure your business processes, making them faster and more efficient, transparent, and flexible.
- Strategy development – We harmonize your business goals and strategy and develop action plans for achieving corporate goals.
- Project management

### Business Benefits

The Business Consulting Group tailors its service offerings to your individual requirements and objectives.

- Experienced consulting team – Our team works closely with you to develop strategic and operational concepts to optimize your operations for the greatest impact on performance.
- Strategic assessments to increase corporate value – Our team enables you to tap into your potential to innovate by targeting specific improvements in hardware / network, system landscape / infrastructure, application landscape, business solutions, process and organization, strategy, and vision.
- Support throughout the entire life cycle – Our team provides seamless support throughout the entire lifecycle of your OASIS applications. Our consultants identify required strategic action, determine potential benefits, calculate the profitability of planned IT investments, and provide for continuous knowledge transfer. We work with you to ensure your success even after your applications go live. We provide assistance as you enhance and continuously improve your business processes, and we deliver ideas for tapping into new sources of value with Delphi Technology's applications. Our team supports the evolution of your processes and systems.