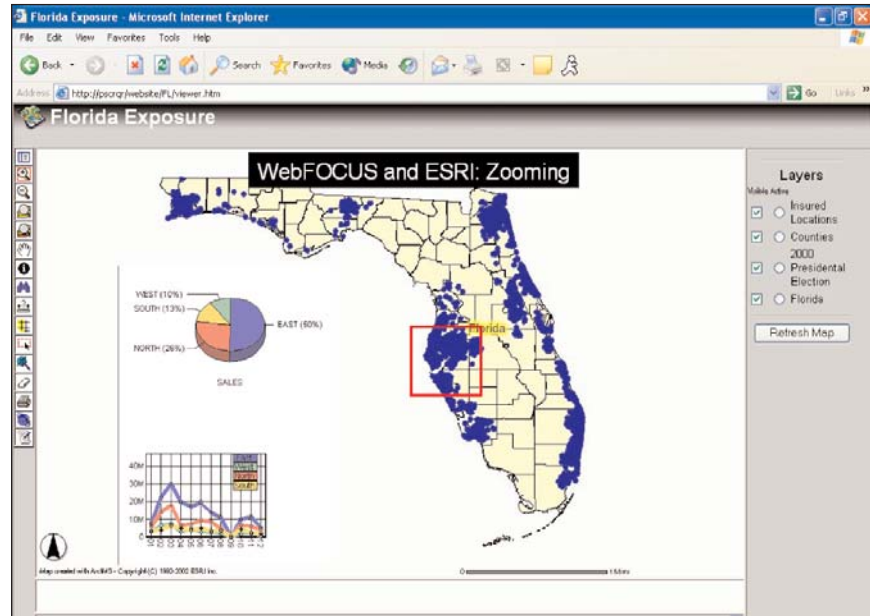


Information Builders is one of the largest independent software companies in the world. We work with over 11,000 customers to ensure their success by putting interactive and actionable information in the hands of everyone in the extended enterprise: employees, partners, suppliers, and customers.

## Solutions for the Insurance Industry

Advanced geographic mapping capabilities allow you to visually display information with a spatial component. Here, underwriting and actuarial exposure are measured on a map of Florida.



The post-9/11 climate has seen insurance companies rethink the way they do business – putting more of a premium on ROI, performance management, and the tightening of underwriting rules. By enhancing and automating access to information, insurance companies can streamline operations, retain and expand their customer base, and leverage business metrics and analytics to help them control costs and grow revenue.

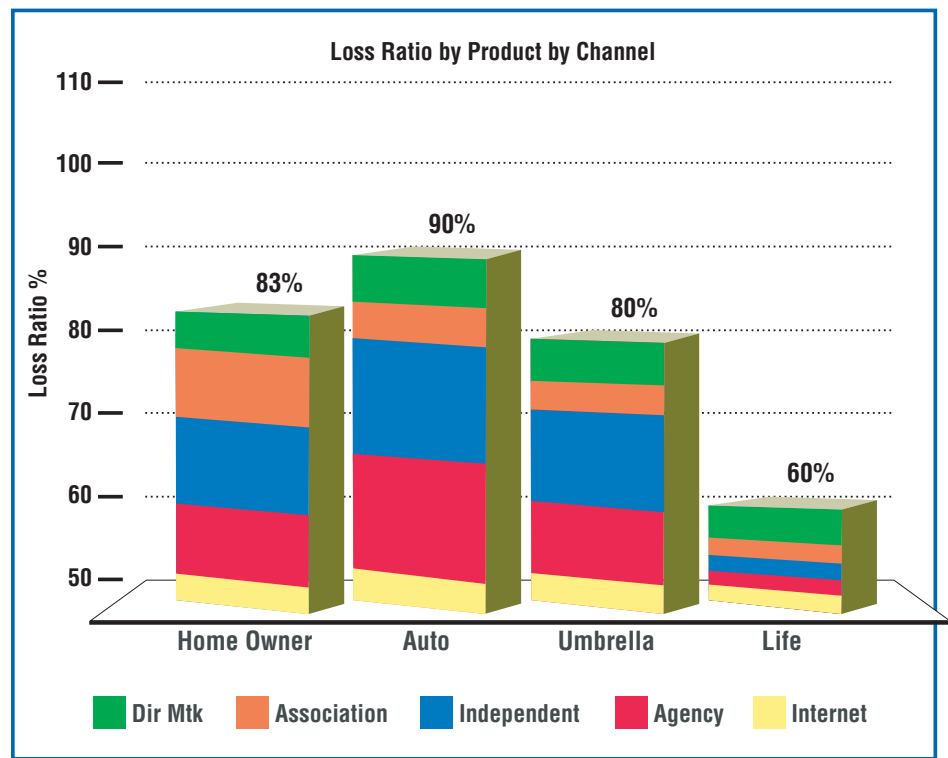
All of the top 10 insurance companies worldwide, as ranked by the *Financial Times*, rely on Information Builders' technology to deliver information more efficiently and improve processes throughout the enterprise. Our WebFOCUS business intelligence software helps insurance companies access virtually any data source, turn that data into meaningful information, and deliver it in real time to executives, managers, agents, customers, vendors, and partners. Our iWay enterprise application integration software helps insurance companies rapidly deliver low-cost applications to automate internal and external business processes like straight-through claims processing or process outsourcing. Some of the key areas where our technology is being applied include:

- **Metrics management/scorecarding**

Information Builders helps insurance companies align processes to strategy and achieve complete visibility into activities by turning enterprise data into key performance indicators (KPIs) and business metrics that can be monitored and measured in real time by decision-makers. Common KPIs may include profitability, combined ratio, loss ratio, net written premiums, sales-expense ratios, claims trends, agent-network performance, or the performance of various financial and insurance products.

■ **Agent-network management**

Our business intelligence technology enables managers to analyze agent-network performance and sales costs and identify both weak links in the network, and areas of strength. Companies can optimize agent performance by sharing real-time information with them over the Internet so they can self-police and participate in managing their own performance. Delivering comprehensive customer and product information in real time this way will help your agent network uncover new opportunities and become more loyal to your brand.



Intuitive reports help measure performance and speed decision-making. In this case, the WebFOCUS report measures channel performance across multiple product lines.

■ **Call-center performance analysis**

Insurance companies can leverage our technology to monitor call-center metrics to help lower costs while optimizing service quality. Information Builders' software also serves as the foundation for Internet self-service applications, which customers can utilize to manage their policies and access up-to-the-minute claims status and payment information online.

■ **Claims processing and tracking**

By using our technology to perform comprehensive claims analysis, insurance companies can identify areas of inefficiency to slash claims and adjustment costs. Our solution also helps

## Find Out More

To learn how our solutions for the insurance industry can help your organization succeed, talk to an Information Builders representative today. Contact your local Information Builders office, visit us at [www.informationbuilders.com](http://www.informationbuilders.com), or in the U.S. and Canada, call **(800) 969-INFO**.

customers and internal employees track claims by providing up-to-the-minute claims and payment information via intranets and self-service extranets. Information Builders' low-cost integration solution accelerates HIPAA compliance by facilitating the secure, reliable electronic interchange of health insurance claims; we also provide a complete range of adapters to perform all of the internal and external integration needed to implement straight-through claims processing.

- **Risk management**

Sophisticated reporting and analytical tools provide consolidated line-of-business reporting, and can help insurance companies analyze claims data for better risk assessment and perform actuarial modeling.

- **Fraud detection**

Intelligent pattern recognition can help insurance companies detect and fight fraud by identifying outliers and anomalies during claims processing. Our business intelligence and integration solutions accelerate compliance with PATRIOT Act guidelines for anti-money laundering (AML) by integrating all the information sources involved in various financial transactions and delivering reports that identify potential money-laundering schemes based on AML screening rules.

- **Statutory reporting**

Information Builders facilitates compliance reporting by easily handling the complexity of different reporting requirements for all 50 states and federally mandated regulations such as HIPAA. Compliance analysis tools can help organizations ascertain compliance levels and make the reporting process more efficient.

- **Inter-enterprise collaboration**

Our iWay integration solution provides fast, low-cost adoption of ACORD standards to support collaborative business processes across the value chain. By deploying ACORD-based applications using iWay, you can outsource processes that aren't core competencies or implement straight-through claims processing. ACORD-based solutions also enable carriers and reinsurers to automate the process of reselling of policies and streamline collaboration with financial institutions.

By leveraging Information Builders' unique technologies and extensive insurance-industry expertise, you can benefit from positive bottom-line results with short-term time to market.

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\*Training facilities are located at these branches; additional locations are available.



### Corporate Headquarters

Two Penn Plaza, New York, NY 10121-2898 (212) 736-4433 Fax (212) 967-6406  
www.informationbuilders.com askinfo@ibi.com

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### Canadian Headquarters

150 York St., Suite 1000, Toronto, ON M5H 3S5 (416) 364-2760 Fax (416) 364-6552

### For International Inquiries

+1(212) 736-4433

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