


Resolving today's challenges
with tomorrow's technology.



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At SSP, we've a history of **looking forward**. Over the last 10 years, we've focused on the future, whether that's developing new technologies, new techniques or new ways to help modernise the insurance industry.

We've only been able to achieve this through our understanding of our customers' needs, alongside our innovation in an ever-evolving marketplace.

This innovation is the reason why our customers use our technology, the reason why they've stayed with us, and it's behind how we've helped simplify the industry.

The insurance industry contains enough challenges. IT shouldn't be one of them. It's the expertise of our people, and our innovative technology, that allow us to streamline our customers' operations in over 50 countries, resolving complex challenges in a global environment.

In the following pages, you'll find a selection of our products and services that provide market-led solutions to resolve your challenges and leave you free to focus on your future.



Laurence Walker
Chief Executive

About SSP.

When it comes to numbers in the insurance industry, we've a few of our own:

- 50,000 users across 50 countries.
- Systems supporting £4.9bn of UK business.
- Technology handling 30% of UK e-trading.
- Over 750 talented people.
- One purpose: resolving our customers' challenges.

The numbers demonstrate what we do for our customers. We offer unique, joined-up IT solutions that our customers trust. From creating tailored packages to streamline operations, to connecting brokers and insurers to relieve their IT burden. By applying our domain knowledge to our IT solutions, we give customers of all sizes space to focus on their business.

Staying true to our values.

As a business with thousands of man-years of experience, we've grown into one of the world's leading insurance IT experts.

We've got where we are today because we've attracted the best people, developed the latest technology, and directed it in the right way for the market. Yet we've never lost touch with our roots. For all of our global presence and the volume of business that we support, our people are still, at heart, problem solvers.

This means that, unlike some insurance IT companies, we aren't an overburdened giant set in our ways. Instead, we maintain a simple value of continuous innovation. And we know that technology is nothing by itself – it's the people behind it that matter. That's why our people are key to our success as much as our customers', from building IT effectiveness to business performance, they're the reason we stay one step ahead in an ever-changing industry.

Shaping a better industry.

Now, our people are focused on the future. Devising new technologies. Finding new efficiencies. Modernising the industry through relentless innovation. Just as we can resolve today's challenges, so can we resolve tomorrow's and continue to shape a better industry.



SSP for Insurers.

In today's globalised insurance industry, change is constant. Increasing regulation. Natural disasters. The explosive growth of new, digital distribution channels. More intense competition and more demanding customers. These are all key factors.

Dealing with this change is a necessity, not a luxury, and many legacy IT systems are just not up to the job. You need your IT to reduce your challenges, not add to them.

We know that using the latest IT to drive growth can be a challenge in itself. While many insurers see the replacement of systems as a priority, just as many have seen their IT budget shrink. With this in mind, our experience shows us that turning challenges into opportunities depends upon developing three abilities in your business.

Responsiveness: Doing more with less means becoming more responsive to customers and new channels, capturing and using customer information more effectively.

Speed to market: Faster distribution, product innovation and processing will help you stay ahead of the competition.

Agility: Becoming more agile means integrating front and back-office systems to make administration more cost-effective and able to adapt and redesign processes with minimal disruption.

Developing these abilities requires a partner with the expertise to streamline your IT operations and allow you to focus on profitable growth.

On average, our people have over 10 years' industry experience.





Driving growth by modernising your operations.

We believe that back-office operations should drive growth, not costs. That's why we tailor our solutions to add value to your business.

Distribution excellence: Driving growth via on-demand access.

In an interconnected world, insurers need to be interconnected too.

At SSP, our multi-channel distribution experience gives us a unique advantage in connecting you with brokers and customers. Our ebusiness solutions facilitate real-time interactions, either via traditional IT models or by leveraging Software-as-a-Service (SaaS) and cloud computing.

Product composition: Driving growth by enhancing speed to market.

Missed opportunities. Slow responses to market changes. Complex product structures. Long product cycle times. Obsolescence. These are some of the issues you'll face when launching new products.

Call one of our insurance technology experts today on **0800 590 705** or visit www.ssp-worldwide.com/sspforinsurers

Whether packaged or modular, our solutions reduce the time to market from months to weeks. They make product composition easier for the business user. And they increase the speed, agility and responsiveness of your product development process.

Process simplicity: Streamlining back-office systems.

At SSP, we pride ourselves on supporting and simplifying the insurer value chain end to end, from new business acquisition to policy servicing. We enable you to develop products once for a multi-channel environment. We even continuously monitor the market to ensure our technology meets your demands for simplicity every time.

Modernising systems: Making change effortless.

Many insurers see replacing their legacy IT as a hassle. But a jumbled back office of unconnected systems is worse, posing a major barrier to growth. And the older the systems, the worse the problem as skilled operators retire. We can help you manage the risk of replacing IT, ensuring timely and cost-efficient delivery.

At SSP, our solutions cover the two main market platforms, .Net and JEE. We provide a range of options, from an enhance-and-evolve approach to full replacement. We also offer a number of innovative sourcing models, including managed and hosted services, SaaS and cloud computing.



Resolving today's challenges with tomorrow's technology.

SSP is the insurance technology domain expert. For over 10 years, we've helped insurers adapt their IT to meet their business requirements.

We understand what it takes to make you a leader in your domain. We've worked with over 130 global insurers, constantly growing our knowledge to ensure that we can meet your needs.

On average, our experts have over 10 years' industry experience and are given all the skills and training they need to get the best results for our clients. Supported by our robust project management method, The SSP Way, this means we can deliver consistent results - fast.

Our innovative solutions help insurers react quickly and cost-effectively to market dynamics, driving speed in product design, channel and customer access, and project delivery. Our solutions remove the pain of coding systems and integrate easily with any back-office system.



Performance without the drama.

The insurance world has rarely been as challenging as it is today. But you shouldn't need to worry about back-office systems and IT issues. This is where we excel. With the minimum of fuss, we can implement a flexible solution to resolve your challenges, enhance your performance and put you on the path to profitable growth.

Our goal is to help you prioritise, enhance, evolve and connect with your brokers and customers in ever more innovative and efficient ways.

A number of insurers have already used our solutions to speed their product launches, modernise their IT, streamline their processes, and create a seamless customer experience.

We invite you to explore the award-winning solutions available in this brochure. We also understand that finding the right solution to your challenges can be tough. That's why we're always here to help. Speak to a member of our team to arrange a face-to-face meeting and we can identify the most responsive, rapid and agile solution to meet your needs.

Call one of our insurance technology experts today on **0800 590 705** or visit www.ssp-worldwide.com/sspforinsurers



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