



Solimar Streamlines Workflows at Infosys

Infosys McCamish Systems, a U.S. based subsidiary of Infosys BPO, a part of Infosys (NYSE: INFY), is a leader in providing technology platforms and service solutions for the financial services industry. Infosys McCamish has been in the life insurance and annuity BPO services business since 1996. Infosys McCamish Systems offers flexible solutions through business process outsourcing, software as a service, and license models.



Infosys has clients with over 1.3 million policies administered by their BPO unit and over three million across all models. In the retirement markets, Infosys is one of the largest 'behind-the-scenes' nonqualified deferred compensation plan record-keepers in the United States. They deliver solutions that improve both agent and customer satisfaction, while reducing risk and cost of operations. Working from four delivery centers in the United States and India, and backed by the Infosys presence in 30 countries across the globe, the strong Infosys McCamish team is committed to help transform operations for a competitive edge and grow top-line revenues.

Solimar Systems interviewed Chuck Johnson, Head of Platform Architecture at Infosys McCamish to discuss how implementing their Solimar solution has allowed them to streamline production workflows, lower production costs and reduce the turnaround time of projects.

“Using our Solimar solution, we have been able to reduce our business processing costs by 20% per year.”

Chuck Johnson,
Infosys McCamish

The Challenge

Infosys McCamish is required to develop and distribute several different types of documents, including contracts, policies, statements, correspondence, letters, internal reports and more. Each of the document types are different and have their own requirements and production challenges.

Infosys McCamish identified four areas they sought to address and improve with new technology for their document project workflows:

- Lack of output control and management
- Too much required manual labor, lack of automation
- Need to increase production workflow efficiencies
- Reduce the non-compliance rate of client Service Level Agreements (SLA)

Infosys understood they needed a system to improve their work processes and efficiencies of several recurring workflows. Too many of their existing processes were slow and ultimately operationally expensive. “Before the Solimar system was implemented, each morning BPO personnel would check and distribute the output,” said Johnson. “It was a very manual and slow process that lacked production efficiencies.”

SLAs are always a prime concern for outsourcers such as Infosys. SLAs often involve financial penalties if the level of service compliance is not met. In addition, clients have the right to terminate outsourcer agreements and contracts if SLAs metrics are consistently missed.

“Missing SLA metrics established by our clients has serious consequences,” stated Johnson. “Setting, executing, tracking and managing SLAs is an important part of all of our outsourcing engagements. We knew we needed to use the right technology and tools in order to efficiently execute our production workflows and comply with all SLA metrics.”

Business Profile

McCamish started in 1985 as a virtual insurance company and evolved into McCamish Systems in 1995. Infosys McCamish Systems, a U.S. based subsidiary of Infosys BPO, a part of Infosys (NYSE: INFY), is a leader in providing technology platforms and service solutions for the financial services industry.

Industry

Life insurance and annuity services, producer services, retirement services, employer sponsored services and functional BPO services.

Location

Atlanta, GA

Business Solution

- Reduce manual operations and increase automation
- Gain greater control over document creation and output workflows
- Reduce non-compliance rate of SLAs
- Increase internal workflow efficiencies and external flexibility for partners

Solimar Products

- Solimar® Print Director™ Enterprise
 - PDF::PostScript
 - PostScript::PDF
 - PostScript Interpreter
 - XCHANGE::PDF
 - TCP/IP Input/Output
 - Queue Manager
- Rubika®
- SOLfusion™
- SOLindexer™

Benefits

- Reduced business process costs by 20% per year
- Cut development resource expenses by 15% per year
- Reduced document project turnaround time by 15% per year



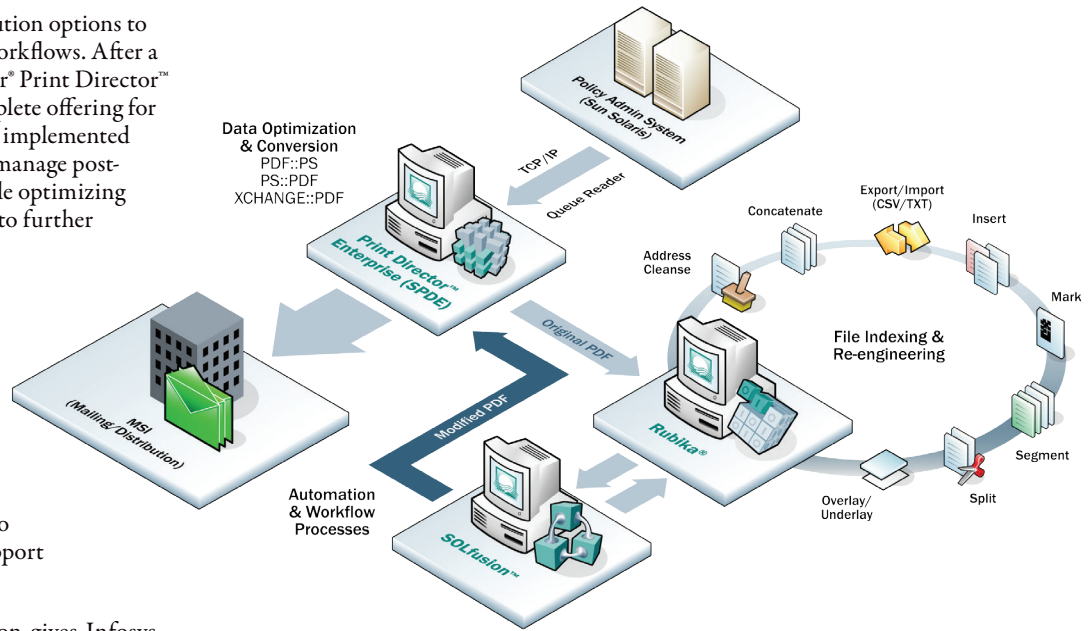
The Solution

Infosys researched a variety of industry solution options to help manage their document production workflows. After a thorough analysis, they selected the Solimar® Print Director™ Enterprise (SPDE) system as the most complete offering for their needs. In addition to SPDE, they also implemented Rubika®, SOLindexer™ and SOLfusion™ to manage post-composition document re-engineering while optimizing workflows by creating “call outs” to scripts to further enhance the output streams and processing capabilities.

“We considered building an in-house system, but knowing Solimar’s reputation and the industry experience they have it made better business sense to buy rather than build,” stated Johnson. “From a total solution perspective, Solimar offered a complete solution with scalability and is also known to have one of the best technical support organizations in the industry.”

SPDE coupled with Rubika and SOLfusion gives Infosys a powerful solution that provides several ways to streamline workflows through automation. Rubika is an award-winning post-composition document re-engineering solution specially designed to automate manual processes, maximize postal savings, and enhance print data. Unlike other solutions, which rely on custom programming, Rubika requires no coding at the application level and provides an intuitive user interface to rapidly implement production changes.

SOLfusion is a centralized application that automates multiple sets of output production tasks to support business-critical workflows. SOLfusion supported tasks include external processes, scripts, document indexing and execution of Rubika configurations for document re-engineering.



Using the integrated Solimar system, the improved output process has become automated and efficient. It enhanced Infosys’ capabilities to handle and process large output streams while lowering their effort and costs to do so. “Using our new Solimar solution, the performance of our production workflows are more streamlined and the turnaround has been reduced,” stated Johnson. “Solimar improved our capacity to handle report processing by giving us a tool that has the ability to generate different output formats straight from our spool files. With our improved efficiency, our overall document turnaround time has been reduced by 15%.”

Rubika is used to solve a variety of challenges and can be configured in many different ways to increase efficiencies and profitability. Leveraging the Solimar solution, Infosys has discovered new ways to reduce costs while becoming more efficient. For example, Infosys creates “call outs” to scripts to further enhance and optimize their output streams and processing capabilities. “Using our Solimar solution we have been able to reduce our business processing costs by 20% per year,” stated Johnson.

The Solimar solution framework provides Infosys greater ability to direct output to their mailing vendors, client web sites, and to outside partners with great accuracy and dependability - all with less effort. “Solimar made our relationship with our mailing vendor much easier by allowing us to supply them with formats they could use in their facility while also reducing our file manipulation and programming cost,” said Johnson. “As a result of the Solimar solution, our development resources costs have been reduced by 15% per year.”

Infosys’ overall experience with Solimar’s technical support staff has been positive. “Their technical support staff couldn’t be better,” stated Johnson. “Solimar’s technical support group is one of the best I have worked with in over 25 years in IT.”

*“Solimar’s technical support group
is one of the best I have worked with
in over 25 years in IT.”*

Chuck Johnson,
Infosys McCamish

The Results

Through the implementation of the new Solimar solution Infosys was able to accomplish the objectives that were set for the new system:

- Improve the control and management of document formatting
- Provide the ability to generate different output formats and flexible distribution options
- Reduce the effort and costs associated with data manipulation and programming



Corporate Headquarters

Solimar Systems, Inc. • 1515 Second Avenue • San Diego, CA 92101 • USA
tel: +1.619.849.2800 • fax: +1.619.849.2801 • sales@solimarsystems.com

European Headquarters

Solimar Systems, Ltd. • Heritage House • 79-80 High Street • Gravesend, Kent DA11 0BH • UNITED KINGDOM
tel: +44 1474 568 852 • sales@solimarsystems.com

www.solimarsystems.com