NTT

NTT for Insurance

Transforming the business. Controlling risk. Ensuring resilience.

How we can be a partner for you to connect every technology asset – accelerating secure change, together.

Introduction

Increasingly digital customers are driving the need for insurers to have greater data and automation capabilities. And with revenue growth and customer satisfaction top priorities for insurers, hyper-personalization is becoming increasingly critical.

Cost optimization and transformation are driving most development innovations. For example, many are seeing the benefits of going beyond automation to leverage predictive analytics, helping more accurate decision-making.

Telematics, wearables, and the internet of things (IoT) are offering you unique opportunities to shift towards a 'predict and prevent' model – a strategy that will help you satisfy increasingly risk-aware customers.

Partnering for assured, continual, and rapid transformation

To keep pace with and even anticipate changes in an increasingly complex world, you need the right capabilities to evolve faster than ever. This means finding a partner that can bring change and innovation to help you move from locked down IT to open and flexible platforms that are connected, cohesive, and cloud first.

Through digital business acceleration everywhere, you can achieve new levels of agility and speed to market across digital and data-driven products, channels, services, and customer engagements – and unify network transformation across technologies.

A true enabling partner for agile, continual transformation to make you more connected, innovative, and resilient

We bring you the connected, evolving, and transformative technology infrastructure capabilities you need to be future-ready, and deliver highly accurate, predictive products and services for your customers and users.

We combine our system integration capabilities, industry expertise, digital consulting, application development, and managed service capabilities with edge-to-cloud service operation capabilities. This includes our strength in every area of network, infrastructure, data architecture, and tech innovation – and a wealth of expertise that we can call on when needed. We build out from our traditional core of network, security, and infrastructure, bringing together data, analytics, cloud migration, and transformation – augmented by comprehensive managed services and driven across a secure global digital fabric.

From this highly adaptive base, we can respond to increasingly complex and diverse needs on a global level. We can build and evolve cohesive applications for innovation, development, and industrialization, as well as microservices and related technology capabilities. We can enable you with the digital tools, skills, and processes to create new business solutions.

This combination of platform-derived infrastructure, network, data, applications, managed services, and business solutions – layered with compliance and regulatory experience – means that, whatever the new capabilities you want to develop, you can work with us as a unified partner to bring them into reality.

End-to-end IT and transformation services from a trusted global innovator

We **enable insurers to drive assured, continual and rapid transformation across applications, cloud, data, and infrastructure** through our technology, global networks, co-managed services and expertise.

We can help you:

Become more relevant and high performing.
We connect infrastructure, networks, processes, and workspaces to modernize your organization and give you new levels of control. We enable you to become more agile, responsive, and resilient, with support to evolve and launch products quicker.

Achieve new levels of operational effectiveness.
We ensure that connected data, networks, and business operations drive improved productivity. By embedding business and risk management into our platforms, we help you absorb business impacts.

Evolve technically to become truly service-based.
We drive new connectivity across data centers, workspaces, and networks to create more flexible and interoperable infrastructures. We enable the journey to the cloud and cloud-based strategies to be realized in a more effective and connected way.

Relaunch business objectives, innovation and new thinking. We help you drive future-focused innovation, develop future-proof strategies, free high value people to drive top-line revenue, and decarbonize your business with adaptive technology.

Drive cohesive operations and delivery and become more data driven. We support you in improving operations and introducing new ways of working with increased control, security, and compliance. Consolidated technology and workflows increase efficiency, while AI, ML, and data science enhance data use.

Radically improve technology capabilities.
We give you the ability to unify infrastructure, data, and clouds for improved agility. Consolidated technology reduces costs and simplifies processes, while providing connected insights. Our efficient global network supports growth, while our low-carbon data center supports ESG goals.

Drive cost optimization at every point.
Our simplified technology, consolidated platforms, and cost transformation through targeted innovation support end-to-end cost transparency and improved total cost of ownership.

Companies like <u>Tower Insurance</u> have embraced digital transformation with the help of our solutions:

'The hybrid model let us shift a significant cost from capex to opex while providing us with the flexibility we needed.'

Glenn Vade, Chief Information Officer, Tower Insurance

Why NTT is the right partner to deliver the ever-evolving and adaptive technology platform to continually transform insurers' capabilities

Our delivery is backed up by our experience working across complex compliance landscapes. We serve 65% of the Fortune Global 500 and 80% of the Fortune Global 100 as an industry leader in networks, data centers, cloud, security and managed services.

And we can leverage our partnership with the rest of the NTT family in more than 200 countries and regions, to add security, compliance, and regulatory expertise as part of our delivery package.

Additionally, we stand apart from the competition because:

We're true insurance domain experts with deep insurance knowledge: We work with the majority of the top 20 global insurers, which means we're a safe pair of hands for complex, assured transformation. We're also trusted experts across business technology, processes, data, infrastructure, and workflows – we've been named a Leader in the Gartner Magic Quadrant for Network Services, Global and we're ranked highest in three out of five Use Cases in the Gartner Critical Capabilities for Network Services, Global.*

We provide full co-innovation with dedicated and secure lab environments to develop next-gen insurance products: Our fail-safe environment brings together key technologies to create new solutions which are tested, standardized, and proven – but can also be combined in unique ways to meet your evolving needs. We also substantially invest in key technology solution innovation to turn new ideas into robust, repeatable, and scalable tools.

We provide the ability to interconnect technology and simplify delivery: We're a unified, flexible, interconnected, and easy-to-use partner and platform, which means you can achieve faster speed to market, business agility, and controlled transformation. We also work as part of your ecosystems to maximize integration while ensuring you maintain ownership of critical resources.

Transforming the business. Controlling risk. Ensuring resilience.

We're better placed than most to help insurers manage and mitigate risk: Our risk management skills cover resilient processes and systems, global common practices, and service integrity management.

We have a highly resilient network and we're a secure partner: We own our network and have one of the world's largest data center footprints. It's why we can offer real service integrity. What's more, our network, infrastructure, and application security – supported by a global footprint and anywhere scalability – ensures our delivery and outcomes are secure.

We offer flexible contracts that recognize the ability to change: We know you want your technology solutions to evolve with your needs. It's why our contracts are fluid and can evolve with your business requirements, while still adhering to the same master agreements.

We offer a collaborative approach and powerful ecosystem to solve complex requirements: As insurers move towards agile DevOps environments, we're highly experienced as an ecosystem partner. We can leverage multiple companies with specialists in data and security – and partner with every major hyperscaler and integrator – to solve your business challenges.

We value sustainability – and practice what we preach: We'll help you introduce more sustainable practices to your business, to meet your ESG goals. And this is something we do for our own business to ensure the coexistence of nature and humanity, improve prosperity for all people and cultures, and maximize well-being for all.

Enabling digital business acceleration, everywhere

Insurers must become more purposeful, more intent-driven, and more intelligent. You need to target appropriate and relevant products to your customers, while also making new revenue streams and business models more ethically minded.

The key is to recontextualize, while making best use of your established position of trust to differentiate from digital-first rivals and become deeply embedded into more areas of your customers' and clients' lives. This means becoming data-driven across decisions and actions, and across every function – from marketing and product design to personalized financial planning.

We are the platform and partner that can support every level of transformation – across digital consulting, application development, systems integration, managed services, and edge-to-cloud service operation capabilities. Together, we can reimagine and reshape your organization for current fitness and future readiness. To become more agile, adaptable, resilient, connected, and innovative.

Together, we can secure and transform the future of insurance.