

## Industry capabilities

### Insurance Companies



## Insurance Companies and Oakton

Success in the insurance market depends how well you can develop and deliver technology solutions that are more nimble and meaningful than the competition.

Recent years have been challenging for many insurance companies. Increasing regulatory compliance, adverse claim profiles, mergers and acquisitions, new business channels and the like are testing the limits of insurers' technology strategies and platforms. In addition, rapidly evolving business expectations are forcing insurers to uncover strategic opportunities for operational efficiency, diversity, integration and scale.

### About Oakton

Oakton Limited is an information technology company listed on the Australian Stock Exchange. Capitalised at approximately \$A490 million (July 2007), Oakton has provided Information Technology solutions for Education, Government and Commercial organisations for more than 18 years. Oakton provides a range of consulting and IT services centred around business operations and systems. The company has offices in Melbourne, Sydney, Canberra, Brisbane and Hyderabad (India).

### So how do you step forward?

Oakton offers a blend of insurance expertise and innovative capabilities insurance companies are calling for. Our proven "strategy-to-implementation" capability is not only well proven, but second to none in the Australian market. We are constantly realigning our capabilities so that they map to evolving needs within the insurance sector. For instance, our 2007 insurance program has a sharp focus:

#### B2B Integration

Presents insurers with ever increasing complexity for integration with brokers, agents, financial institutions and companies to secure and retain clients and B2C Integration which poses the challenges related to internet access versus traditional channels & the challenge of general public self-service.

- Oakton credentials start with enterprise architecture and extend to application integration level

#### Statutory Compliance

Claims reserving, earned premium, reinsurance, capital adequacy as served by processes, transaction systems, data warehouse & General Ledger.

- Oakton's insurance specialists have worked for both the insurers and the regulatory authorities (including APRA, Workcover and ASIC)

#### Business Analytics

Client acquisition, retention, portfolio analysis, pricing trends measured against claims ratios at the product, sales channel & regional level.

- Oakton has Australia's largest information management practice (data management, data mining, business metrics, distributed reporting)

#### Systems Renewal

Market assessment for COTS, functional & technology refresh or transformation options, to accommodate B2B & B2C especially.

- Oakton advises both large and small on the best strategies open to them in dealing with heritage applications (and that's not just system replacement)

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## The Oakton advantage

Oakton provides specialist end-to-end IT services to plan, deliver and operate business systems, as well as business consulting, financial management and assurance services. For nearly 20 years, Oakton has consistently enabled some of Australia's largest organisations to meet their technology and business needs with a flexible, cost-effective, results-driven approach to service delivery.

Oakton has a strong partner network with leading global and local product companies — this supports a sharp focus on the provision of services that support the successful delivery of business system solutions for customers. However, we do not develop and sell products, nor do we sell hardware or network solutions.

Oakton's service provision combines highly skilled resources, relevant and proven service delivery methods and frameworks, and a strong focus on project delivery governance.

Oakton's enviable history of achievement for large and medium sized organisations in the private and public sectors is reflected by the testimony of customers to the quality of our service delivery and results.

## IT Operational Demands

Increasing profile for discipline in day-to-day production systems management now reaches audit agenda (internal, external & Board level)

- Oakton leverages its Intellectual Property related to production support context in the Application Management Office - incorporating ITIL and related frameworks.

For more than a decade, insurance entities across Australia have entrusted Oakton to guide, co-create and implement solutions aimed at specific opportunities and challenges within this dynamic market segment. Today, Oakton's insurance practice comprises more than 140 practitioners across the nation with a number senior consultants boasting more than 20 years domestic and international insurance experience.

Our proposition to Australian insurers is simple - Oakton's deep insurance domain expertise coupled with our best-of-breed technology capabilities spanning IT Strategy & Architecture through to Managed Services presents the insurance market sector with a proven and highly cost-effective consulting alternative in dealing with today's challenges.

Consulting Services 	Delivery Services 	Operational Services 
Assurance and Risk Management Consulting	Systems Integration	Managed Services and ITIL Consulting
Financial Management Consulting	System Design	Service Management
Management Consulting	Solution Architecture	Application Management and Support
Business Process Design	Custom Development	DBA Support
Enterprise Architecture Development	Package Implementation and Upgrades	Legacy System Management
Enterprise Architecture Establishment & Review	BI/Data Warehouse Solutions	Data Warehouse
IT Strategy	Data Management	Identity Management Consulting and Support
Business Systems Strategy	Portals and Workflow	
Business Case Development	Business Process Automation	
IT Governance	Project Management	
IT Management Consulting		

Working in collaboration with one of the world's major Insurance entities, Oakton successfully concluded a system consolidation program. Essentially, the program called for rationalisation of several disparate insurance platforms onto a single solution. Oakton's role included data conversion (and hardening), configurations and implementation, testing and on-going support under a Service Level Agreement.

Oakton supported the domestic operation of a global insurer in the migration of numerous classes of business into a rating engine operating within the context of Sunrise Exchange. The insurer's objective was to enable intermediaries with access to their corporate rating engines in order to facilitate timely and cost effective processing of new business and renewals.

# oakton

Results Driven. When Business & IT Matters

Oakton has been in operation since 1988 and since listing on the Australian Stock Exchange (ASX:OKN) in June 2000 has grown consistently to become one of Australia's leading business consulting and information technology companies, with over 1000 permanent employees. Oakton has offices in Melbourne, Sydney, Canberra and Brisbane, and based on the number of employees and share of the market in which it operates, is larger than many of the local operations of larger global brands. Oakton also has a development and support centre in Hyderabad, India.

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