

Solutions for the Insurance Industry

Operational requirements for insurance carriers have never been more complicated.

Insurance products today are an important—and growing—component of an individual's financial and life planning process. Global economic events, technological sophistication, and the general increase in population longevity have contributed to an array of new products with complex structures and guaranteed income options.

Proven Industry Capabilities

DST builds on its deep experience in the mutual fund, retirement, and healthcare industries to bring a unique set of capabilities to annuity and life insurance providers. DST has a strong reputation for combining expertise in outsourcing technology with industry-leading business process management and business operation support services. We provide outsourced technology and processing solutions across the insurance value chain—supporting both distribution channels and insurance carrier home office functions.

Our current solution set includes:

- Communications Production and Delivery—Providing advanced print, mail, and electronic delivery capabilities for a range of customer communication and product needs
- Distribution Support—Through DST Vision and FAN Mail, we combine real-time information and simple, web-based tools that enable intermediaries to better manage customer information
- Content Management Services—Through our Electronic File Solution (EFS) we provide a secure, central repository for anytime, anywhere access to valuable information
- Global Policy Administration—IFDS Percana provides policyholder recordkeeping software, outsourcing and consultancy solutions for the global life assurance industry

Expanded Capabilities

Through the DST InPayce platform™, we are building a solution to provide SaaS and BPO services in support of insurance policy administration and payout. We will offer:

- Recordkeeping and Administration—Through InPayce, our insurance recordkeeping platform, we will provide flexible servicing for annuity and life carriers
- InPayce Payout—Robust, automated solutions with the flexibility and scalability to support a range of payout models
- Knowledge Management—Combining our insurance expertise with advanced technology, we will extract and automate carrier-specific and product-specific business rules processing needs
- Business Process Management—Powered by AWD, our BPO solution will enable automated communication of standard processes, leading to improved service delivery

DST's a-la-carte process allows you to select specific products or an end-to-end solution, giving you the flexibility to tailor our services to your specific needs.

Scalable Technology and Best-Practice Processing

Today's myriad insurance servicing landscape including—new products, demands of distribution channels, regulatory and compliance requirements, reporting channels—require technology and operational processes that are scalable and cost-effective. Cumbersome legacy systems and manual “workarounds” increase the chances of errors and inaccuracies, leading to financial and reputational risk. Across complex market verticals within financial services, such as mutual funds and retirement plans, DST is a leader in building high-value, efficient platforms that can scale for the future.

DST also understands that our people are as important as our technologies. Our team unites professionals with decades of insurance-specific expertise with technology and operations experts who specialize in managing high volume, highly secure, mission-critical business transactions. The result is a true best-practices approach to insurance servicing.

Your Reputation: Our Culture of Control

Upholding your reputation requires an unwavering focus on data security and policyholder confidentiality. Reputational risk is a key consideration when evaluating an outsourcing provider. DST operates with high levels of control and well-defined policies and procedures. Compliance is built into our processes and culture, across every business unit and team. Our secure operating environment has 24/7 recovery and back-up facilities, supporting continuous availability. To us, risk management means safeguarding our operations and your reputation.

DST Insurance Solutions: We Help Manage the Complexity

The DST Insurance solution set is based on a solid foundation of well-established products and solutions. Building upon decades of experience in complex market sectors, our expansion into a broader insurance offering is a logical response to critical support needs. Let us show you how we can use some of the industry's leading technology and business process knowledge to help you manage and grow your product distribution.

Contact Us

DST Systems is committed to delivering insurance solutions to support your business strategies. Please contact Lisa Fox today at (813) 340-4349 or LIFox@dstsistemas.com to learn more.



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