



**SE2**

PurposeBuilt to FutureProof

# An Overview

Purpose-built for life and annuity  
insurance carriers, by insurance experts

# What we do



**Call & Processing Centers**

**Financial Product  
Administration  
for Life Insurance  
and Annuity  
Companies**



**Technical Support**

**Third Party Administrator/Business  
Processing Outsourcer**



## Help clients launch new annuity products faster

Up to a third faster and at a third less cost than over-taxed internal teams and outmoded legacy systems



## Continue to grow annuity block with new conversions

Leverage our market leadership to grow annuity block of business



## Invest in new Digital & Life capabilities

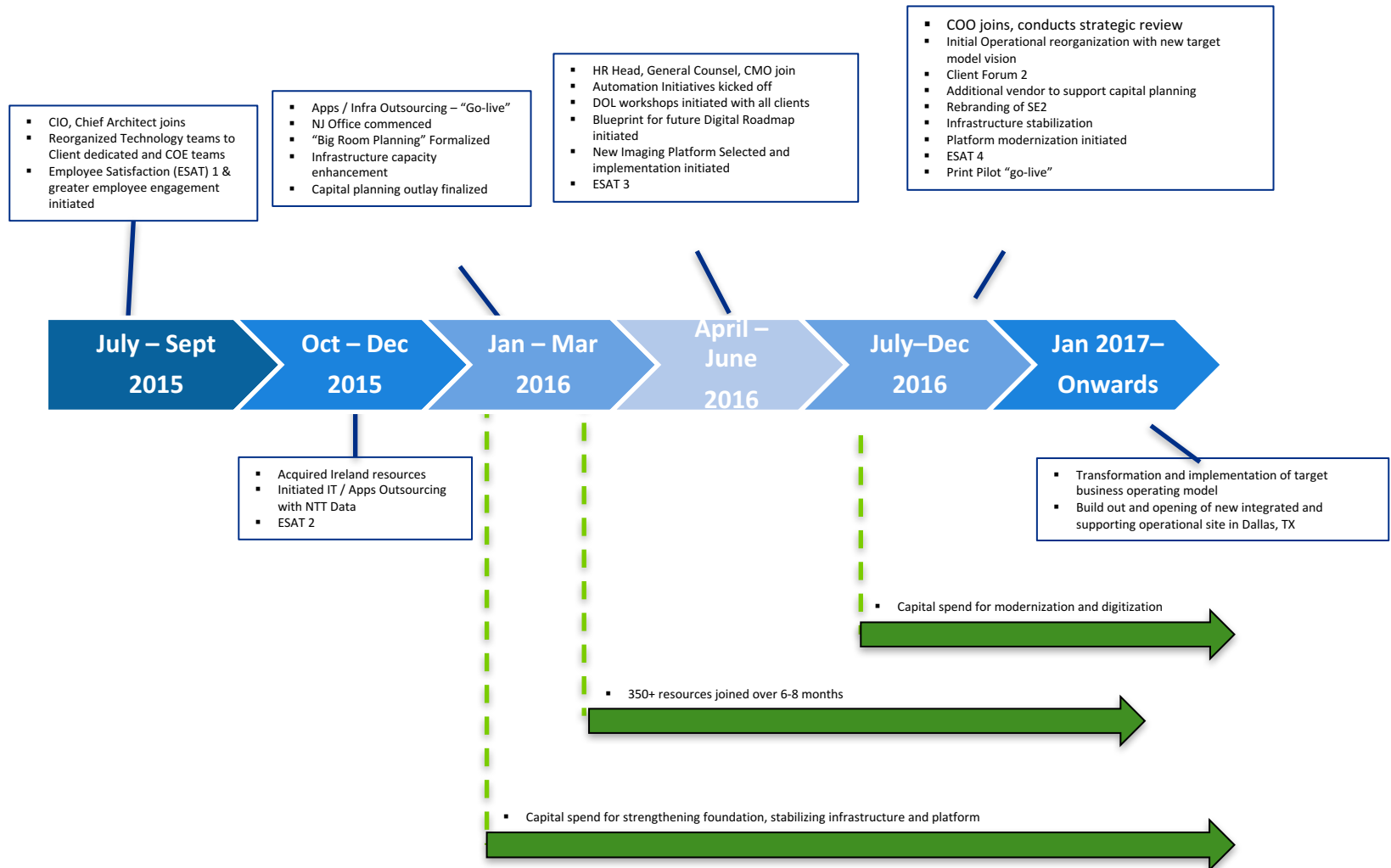
Leverage capital investment and vendor echo system to build the industry disrupting “No Touch” Digital Life platform



## Grow Life block with strategic partnerships and anchor clients

Be selective on partnerships around Life to anchor clients and strategic partnerships

# 2016 in Perspective. Organizational Re-build & Transformation



# Business Operations and Services: 2017: Key Initiatives



## Enhanced Quality

- Client centric culture/mindset
- Speed, accuracy, completeness
- Core process / model aligned
- Value felt by our clients



## Productivity Optimization

- Efficiency and effectiveness
- Resource management / load balancing
- End-to-end lifecycle focus and view
- Robotics/RPA & OnBase/BRE initiatives



## Technology Alignment

- Incident management
- Release management
- Intake/Delivery projects
- SE2 capital investment program



## Transformation to Target Model



- Horizontal coordination and best practice solutions
- Core process optimization via centers of excellence
- Site integration, coordination, and footprint expansion
- Dependability/reliability & scalability/sustainability



## Core Process Centers of Excellence



- Scope across all foundational disciplines and areas
- Optimized/standardized model - best practice solutions
- Associate SME development and career paths
- Subject matter expertise - teams, & associates

# 2017 Technology & Delivery Key Initiatives



## Platform Modernization

- ✓ LifeCAD Modernization
- ✓ Spectrum
- ✓ Life MVP
- ✓ UV Cloud
- ✓ Eagle
- ✓ MCS Rewrite
- ✓ ECM/OnBase

## Delivery

- ✓ PMO Maturity Program
- ✓ Delivery Methodology
- ✓ Incident Management
- ✓ Organizational Maturity & Scale

## Domain

- ✓ Expedite new product launch capabilities
- ✓ Improve estimate turnaround time/quality
- ✓ Streamline solution definition/standards



PurposeBuilt to FutureProof

# Platform Modernization and Capital Program Roadmap-

---

# Capital Program Objectives



## Invest in SE2

- \$26M in 2017
- Intake the right projects
- Govern the portfolio

## Modernize

- People, Process, Policy
- New Technology Platforms
- For new capabilities and efficiency

## Deliver Business Value

- Which our Clients expect
- Timely with quality



## Project Portfolio Management

- Intake, Prioritization, and Approval of Capital Projects
- Ensure alignment with business values
- Roadmap and Release coordination with SE2 Centers of Excellence (CoEs) and other Stakeholders

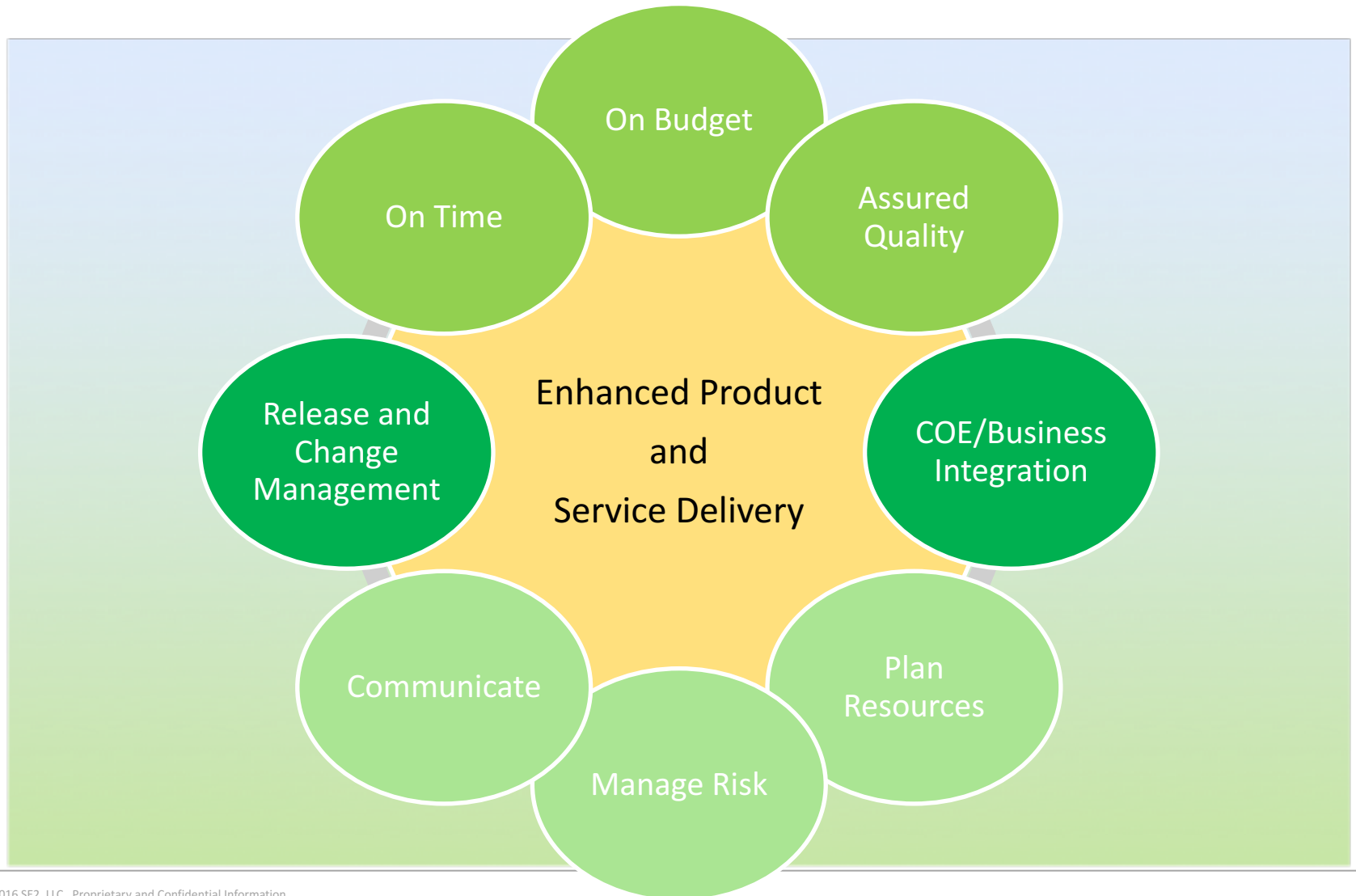
## Project and Program Management

- Planning and execution of projects, tracking and reporting, and realization of business value
- Ensure change control for projects and programs
- Conduct risk identification and mitigation across projects

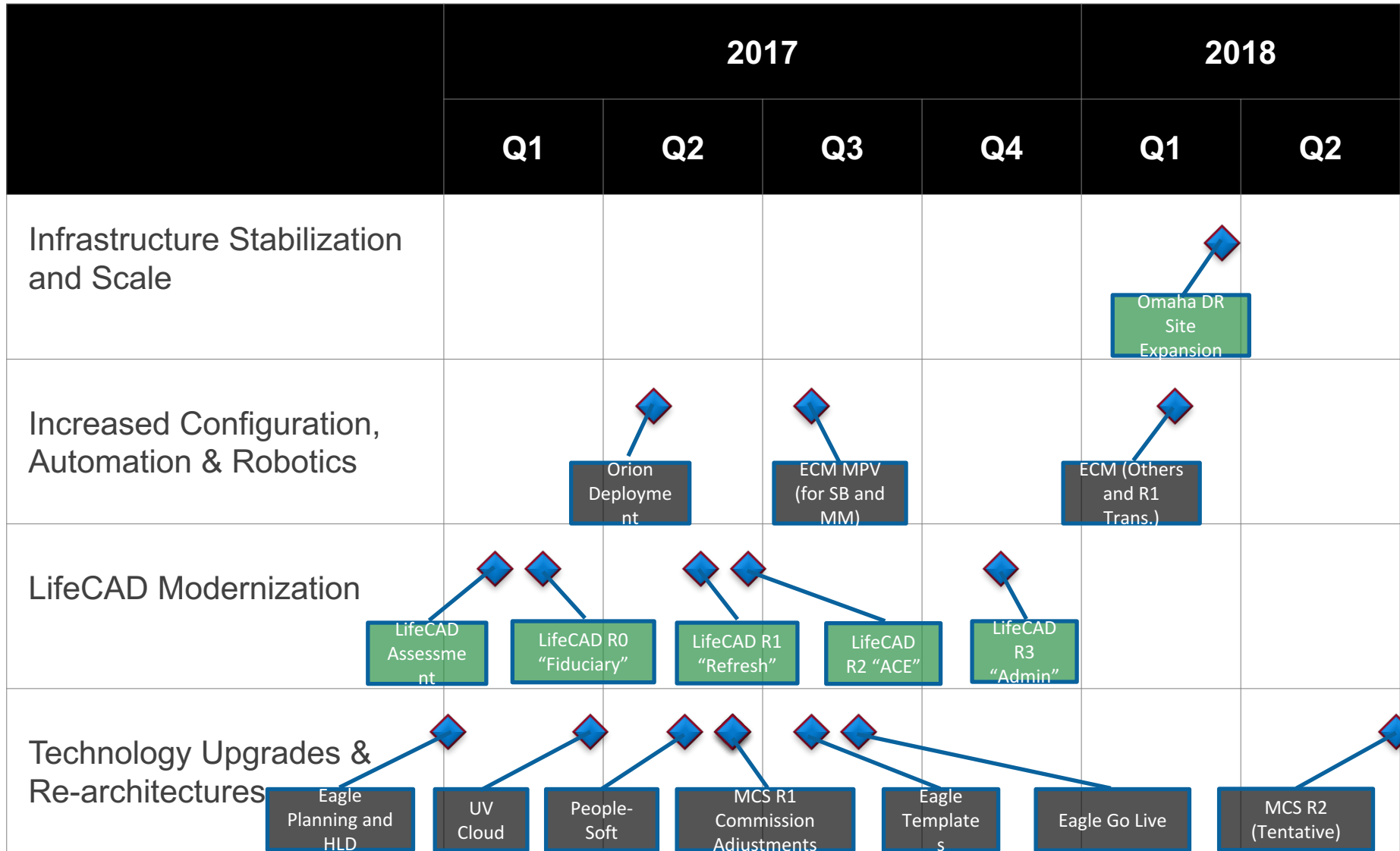
## Resource and Demand Management

- Ensuring availability and balance of Center of Excellence resources for planned and approved projects
- Employ fiscal control to meet estimated budgets

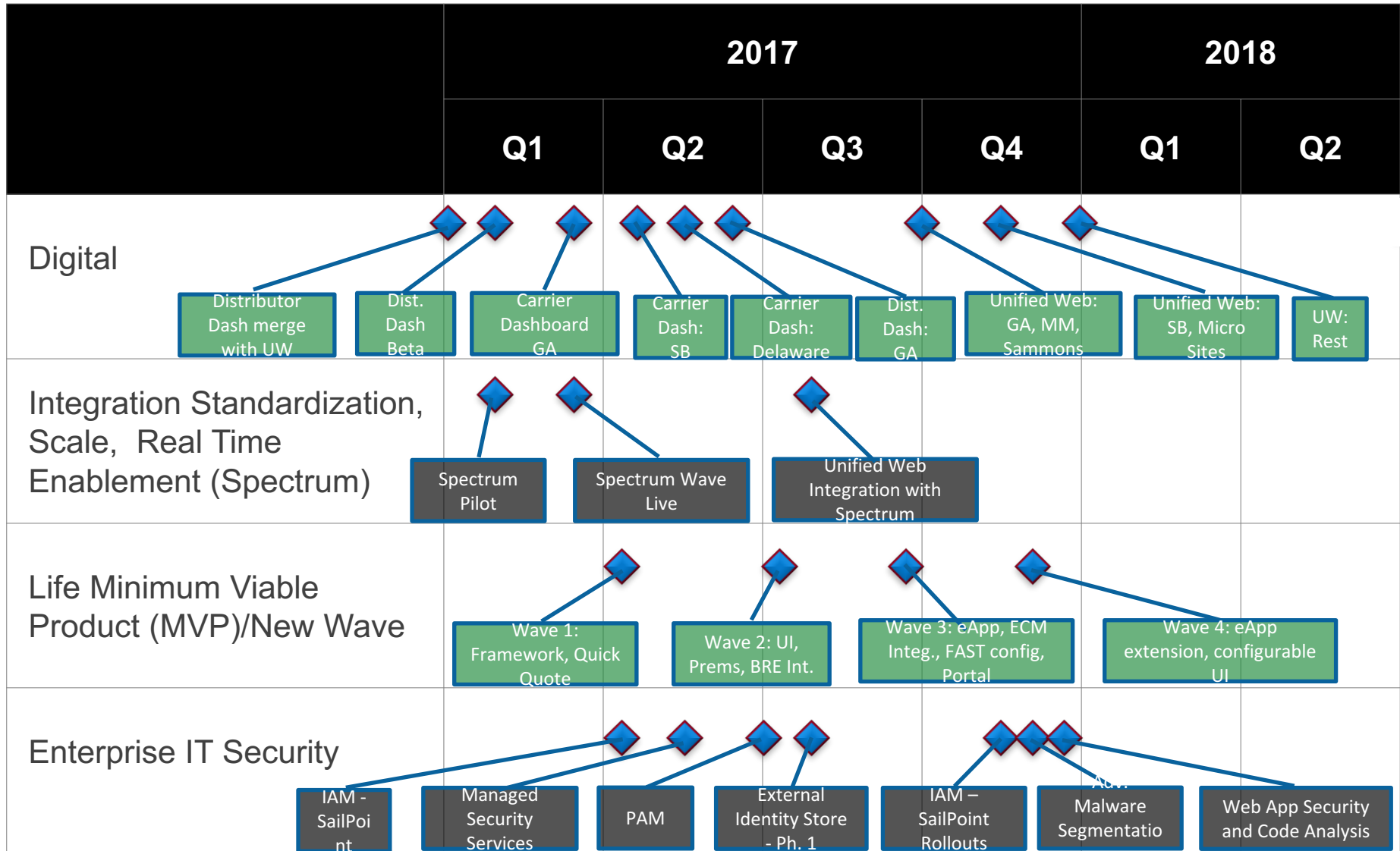
# Activities and Outcomes



# Capital Program Roadmap as of Q2 2017 – Panel 1/2



# Capital Program Roadmap as of Q2 2017 – Panel 2/2





PurposeBuilt to FutureProof

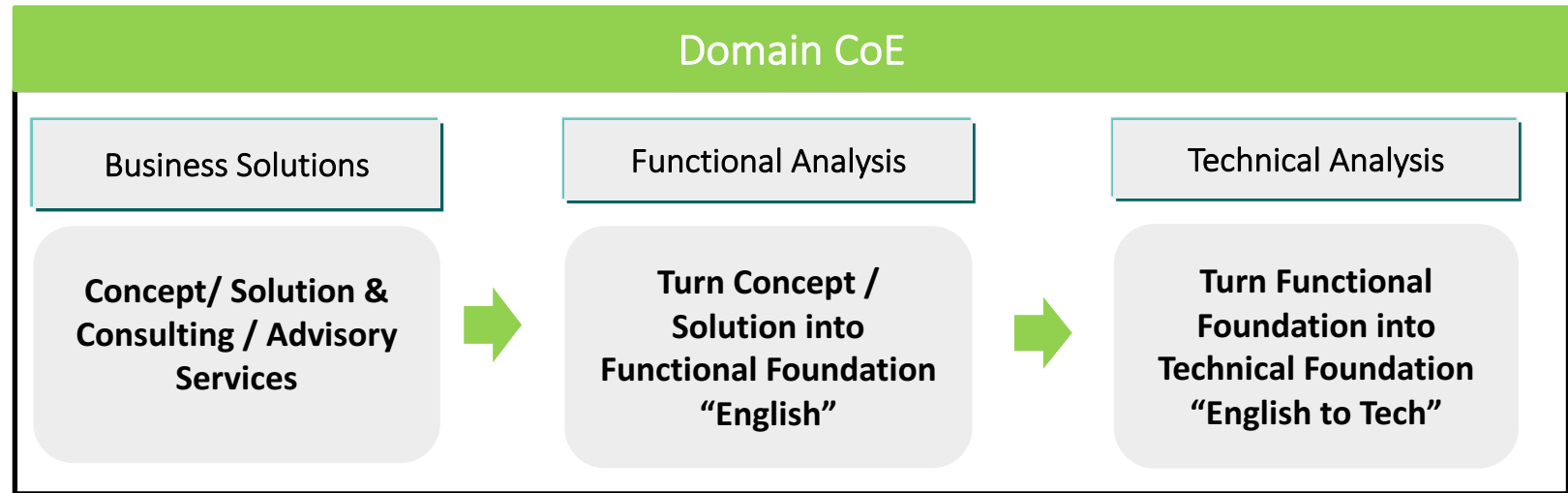
# Standards Overview

---

## Objectives

- Define business level standards and the end-to-end customer experience based on best practices and industry standards to provide SE2 clients with different options to meet their organizational goals
  - Phase 1: Base SE2 Offering across 3 Products (FIA, VA and Term Life)
  - Phase 2: Options “A La Carte” Menu and additional product standard definition
- Streamline the estimating and implementation processes
- Provide faster speed-to-market and cost management
- Lower risk and increase quality
- Provide clients with customization options based on business need
- Implement a regular review/audit framework to ensure standards are continuously updated and reflect best practices and industry standards

# Evolving Domain Organization



1. Lead Intake/Estimating
2. Act as Consultants / Advisors to Delivery Teams & Clients
3. Coach / Advise / Mentor BSAs
4. Drive Domain standards offering / methods & tools development
5. Act as Sponsors for Domain special projects

1. Develop detailed functional and technical requirements/design (aligned with se2 agile process)
2. Collaborate with Operations BAs/Product Owners
3. Collaborate with Delivery Quality and Developers
4. Participate in peer deliverable reviews
5. Deliver post implementation project work
6. Participate in Intake/Estimating process, as needed
7. Participate in standards/methods/tool development
8. Participate in special Domain projects



## Help you launch new products faster

Create a cook book for each product type. Implementation of standard product can be done in a fraction of time



## Focus on SE2 as an industry leader

Focus on continual review of SE2 offering against the industry standard and direction



## Decrease on-boarding of delivery staff

Defined processes will allow for a reduced timeline to on-board new technology and operations staff

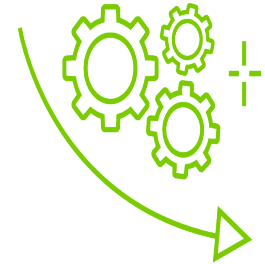
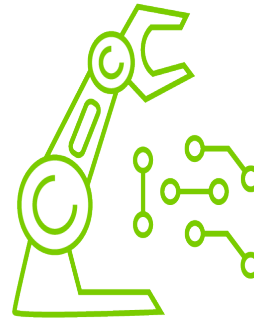
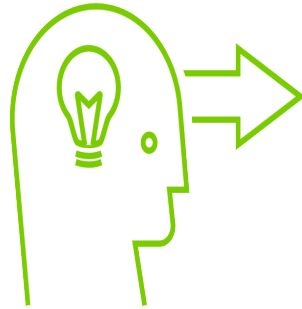


## Streamline implementation process and improve quality, reduce risk

Clearly defined business and technical requirements provide greater clarity into what is being delivered along with decreased risk of implementation defects/ improved quality



# Initial Focus – High Level Approach



## Define Variations

- Collect documentation across all clients
- Review recent change requests
- Document common functions across all product types (e-t-e)

## Select Standard

- Review industry standard
- Conduct SE2 focus group sessions to align on standards
- Present recommendations to SE2 Executive Team

## Build Documentation

- Create A La Carte menu offering for clients
- Create supporting Business and Technical Requirements Document
- Create all supporting artifacts
- Review with Clients (communication rollout plan)

## Continuously Improve

- Establish process to continually review industry changes
- Leverage SE2's involvement within industry working groups

# Standards: Maintenance Framework

---



- Conduct a minimum of twice/year Standards review sessions with the following stakeholder groups:
  - SE2 Business and Technology/Delivery teams
  - Industry groups
  - Client feedback
- Update standards accordingly (also accounting for SE2 capital project enhancements) and expand product standards base
- Share Standards updates with clients based on standards maintenance schedule