

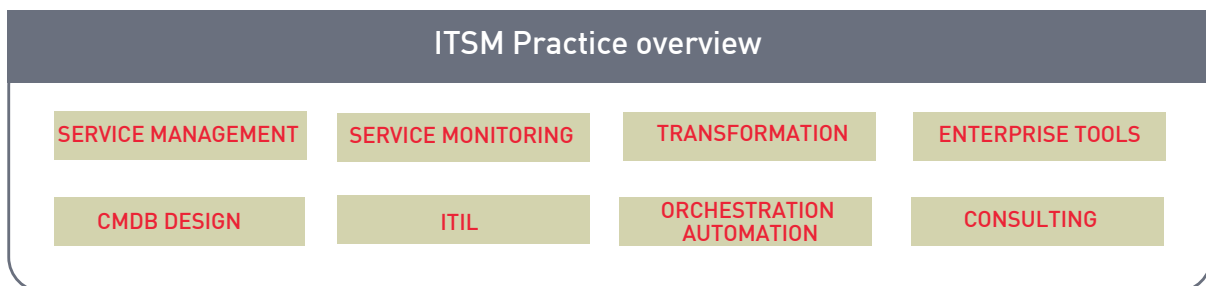
## ITSM for P&C Insurance

Consolidating and transforming IT services across different units and geographies has led to driving business expansion in the current economic scenarios. However a lack of comprehensive visibility of IT operations restricts the organization's ability to standardize business process, align IT capabilities to business needs and achieve consistency in performance.

The choice of ITSM tools and technologies is central to managing delivery of IT services to the Business. The alignment of the Business, Functional and Process requirements of the IT teams with the capabilities of ITSM tools is a critical success factor for seamless Service delivery.

### ITSM CONSULTING & IMPLEMENTATION SERVICES

- ITSM/ITIL Maturity Assessments
- Process & Tools Consulting Services
- ServiceNow or Other ITSM System Implementation Services



### SERVICE MANAGEMENT FLOW - ITSM CONSULTING

MFX service management expertise spans the full range of capabilities that are required to deploy mobile, social, and collaborative ITSM environments. Our best practices stem out of hundreds of implementations for Insurance customers.



## PRE-CONFIGURED SOLUTIONS

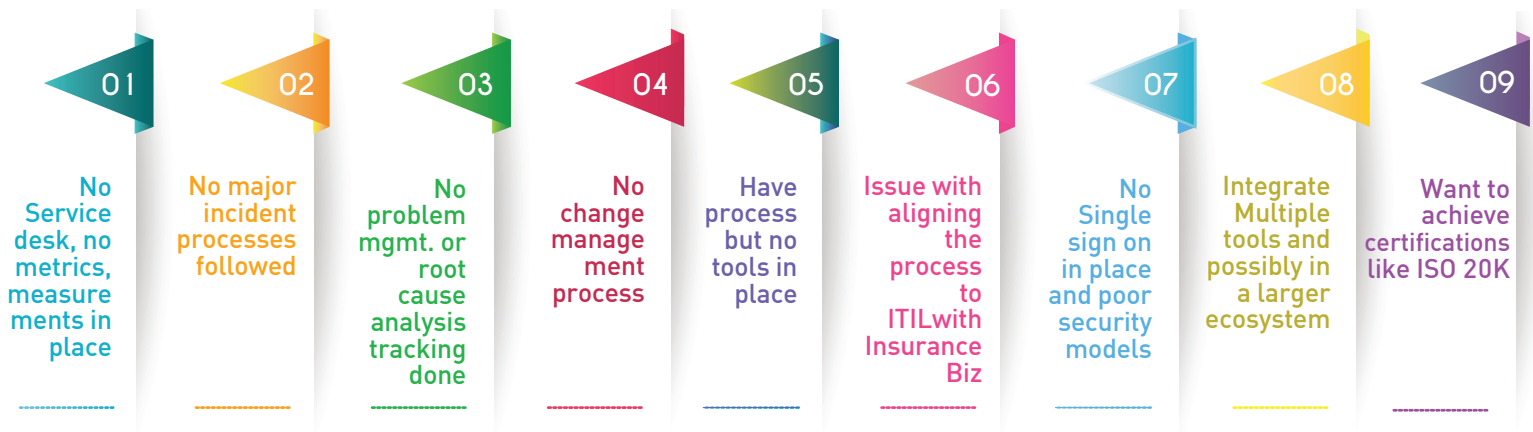
MFX has created several pre-configured solutions of Global Standards (ITIL) for processes like –

- Problem Management
- Change Management
- Incident Management
- Request Fulfilment
- Service Level Management etc.

This provides several advantages like reduced implementation time, global best practices, process consulting, global shared service desk where experts provide L1 support.

## WHY DO YOU NEED ITSM SUPPORT

There are many reasons why insurance companies need to take IT Service Management seriously. Some of the areas that have always been listed by our clients are -



### The MFX ITSM value proposition

MFX is a trusted, global technology service and solution provider to the P&C insurance industry. Our decades of P&C insurance industry knowledge and experience has trained us to solve many business challenges. In the pursuit to offer the best services, MFX partners with the best in the industry.