



VERTICAL

Microsoft Dynamics CRM in Insurance & Financial Services



Drive agent and broker productivity, build policy holder trust, and deliver services that meet demanding needs through collaborative customer knowledge.

With Microsoft CRM for the Insurance Industry, you can:

- Increase operational efficiency
- Improve customer loyalty
- Acquire new business
- Optimize policy renewals and up-sell opportunities
- Improve service
- Monitor agent performance
- Extend existing IT investments

The Challenge for Insurance and Financial Services Organizations

There have been few times when the business of insurance and financial services has been as challenging as it is now. Relentless business pressure, immovable regulation and intense market scrutiny means that underwriters, brokers and financial service managers must act. Competition continues to increase as banks and brokers add insurance products to their portfolio, and likewise, insurance organizations add broader and wider financial offerings to their customers.

Industry consolidation has reduced the number of players in the market but deepened the capabilities of those remaining, making it more important than ever for firms to differentiate themselves in the market. As companies merge, there is a critical need to integrate data from disparate sources and systems.

Historically, companies have thrown money at technology to deliver solutions but there have been many horror stories so business and IT managers are rightly cautious. To be competitive today, companies must meet the expectations of both their customers, who expect constantly improving levels of customer service, and their stockholders, who expect bottom and top line results. Improving operational efficiencies, customer retention and acquisition can quickly deliver long-term return on investment (ROI), and can have a profound effect on organization's bottom line.

Building Solutions with Microsoft

CIBER, in partnership with Microsoft, is working closely with leading insurance companies in both the U.S. and the U.K., to develop innovative technology applications that are helping these organizations collaborate and manage relationships with partners and customers more effectively. By joining up information systems across your business, a single view can be gained of each customer or supplier relationship, enabling departments to understand their customers better and target their services more accurately.

Microsoft Dynamics CRM for Insurance and Financial Services

Microsoft Dynamics CRM provides Insurance and Financial Services organizations with capabilities to transform customer relationships. Microsoft Dynamics CRM can help you attract and retain loyal and profitable customers.

It's an integrated CRM solution without you even knowing it!

- Works the way you do' from within the Microsoft Office system, so it's familiar and intuitive
- Works the way your business works' providing a single view of your customer
- Works the way technology should' building on your existing investment

Leading the way with Microsoft

A hallmark of CIBER's commitment to customers is to embrace these technologies early on and to ensure that when they reach the market, CIBER is already in a position to deploy them securely on behalf of its customers. This is illustrated by CIBER's consistent participation in early adoption initiatives and by an impressive series of "firsts".

- First Microsoft partner to implement Microsoft Dynamics CRM, Version 3.0 in EMEA
- First Microsoft partner to implement BizTalk 2006 in the UK under the Technology Adoption Programme (TAP)
- First Microsoft partner in the UK to be appointed as a Launch partner for Microsoft Dynamics AX Version 4.0

CIBER is an industry expert in the design and development of innovative systems using Microsoft's Technology, encompassing operating systems, server technologies, tools and languages. CIBER is a Microsoft Gold Partner who delivers business solutions for range of enterprises. The range of solutions offered uses the software development framework of Microsoft .NET which leads in its field for the deployment of state of the art business and web solutions.

Learn more

Call 800-242-3799 or visit www.ciber.com.



About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international IT outsourcing and software implementation and integration consultancy with superior value-priced services and reliable delivery for both private and government sector clients. CIBER's services are offered globally on a project- or strategic-staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., CIBER now serves client businesses from over 40 U.S. offices, 25 European offices and seven offices in Asia/Pacific. Operating in 18 countries, with more than 8,500 employees and annual revenue of \$1.1 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index. CIBER, the Reliable Global IT Services Partner. www.ciber.com.

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