

Measuring success

HELVETIA PATRIA



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Chairman of the Board & Chief Executive Officer
Mr. Erich Walser

Gross Premiums
CHF 5.1 Billion

Employees
4,700

ROI Study Highlights

- **201% ROI**
- **26% IRR**
- **59% reduction in eBusiness Center operational costs**
- **Substantial reduction in time to market**

Strategic Benefits

- **Flexibility**
- **Reliability**
- **Adaptability**

Study Scope

- **eBusiness Center Platform**
- **HP Consulting & Integration**
- **Outsourcing day-to-day operations**

Helvetia Patria turns to HP to create industry leading e-Insurance Solutions — realizes 201% ROI

Executive Summary

Helvetia Patria Group is an international insurance group with subsidiaries, branches and business interests across Europe. The group was formed from the merger of Helvetia (a non-life insurer) and Patria Life Insurance. The St. Gallen, Switzerland, based company employs 4,700 staff and has presence in six European countries. As Switzerland's fifth largest insurer, Helvetia Patria sells life, property & casualty insurance, and reinsurance, as well as private and occupational pension plans. Geographically, the company's core markets consist of Switzerland, Germany, Italy, Spain, Austria, and France.

In 2000, Helvetia Patria Versicherungen (HPV) recognized a fundamental need to take advantage of alternative sales channels as an opportunity to expand its market share. HPV operates regionally in an autonomous fashion, but HPV saw an opportunity to move away from these regional silos, to centralize and collaborate across the organization. Given HPV's large geographic footprint (different languages, cultures, and business practices), HPV envisioned a centralized Internet-based platform (the eBusiness Center) as a way to bring people together while leveraging technology to standardize and open new distribution channels. Additionally, HPV wanted to expand data sharing and process automation, while maintaining strict data security. HPV saw the eBusiness Center as a way to improve consistency and high-touch quality service, its core differentiators. Given the magnitude of investment, HPV was concerned that any decision could lock them into obsolete technology and become a barrier to future opportunities.

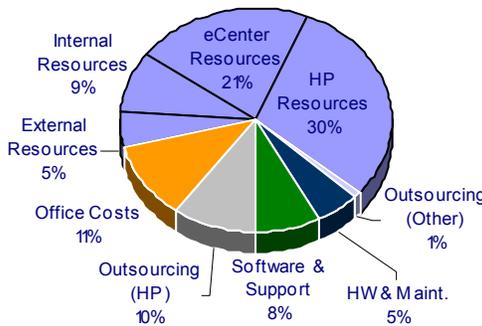
Hewlett Packard (HP) proposed an innovative, modular approach leveraging its successful e-Banking platform and adapting it to the insurance industry backed by a team of industry veterans from the Swiss and European markets. After an extensive search and exhaustive evaluation process, encompassing technology, architecture, industry know-how and consulting style, HPV selected HP as the most suitable partner for the effort. HP's technology offered the functionality, flexibility and adaptability that HPV required, allowing HPV to become an Adaptive Enterprise. HP's proven NIMIUS platform, which was previously implemented and recommended by two of HPV's key banking partners, played a key role in HPV's decision. HP's collaborative approach also had an impact on HPV's decision. HP took the time to understand HPV's business goals, share best practices and collaborated with HPV to build a solution that was based on:

- State-of-the-art technology and industry standards-based open architecture (e.g., J2EE, XML, XSL, SOAP)
- A flexible, proven banking platform adapted to the insurance industry
- Compliance with the most stringent security standards available (proven and validated by the high-security Swiss Banking Industry)
- Integrated user management
- Multi-linguistic capabilities

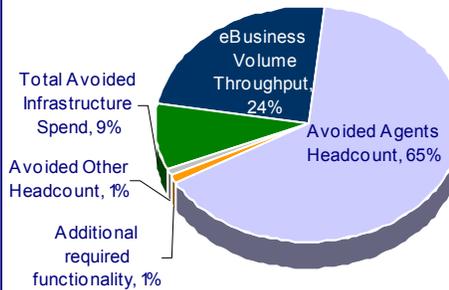
By using HP the eCenter Platform, HPV has expanded distribution channels and increased profitability generating a Return on Investment (ROI) of 111% in 3 years; increasing on average an additional 30% each year, building to an impressive 201% ROI in year six.

Financial Impact

Total Investment Cost Structure



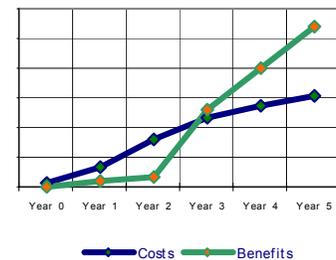
Total Benefits Composition



- **Total Resource Costs (65%):** Comprises the bulk of HPV's investment, internal and external full-time equivalents (FTEs)
- **Office Costs (11%):** Covers all space related costs (e.g., rent, services) for the eBusiness Center
- **Outsourcing (HP / 10%):** The cost of supporting the eBusiness Center as defined by the SLA between HPV and HP

- **Reduction in Time To Market** for all new products creates significant opportunities for partner and customer that can quickly "go live"
- **Lower Transaction Costs** as a result of improved efficiency and reduced expenses from a migration of direct communication to electronic channels
- **Time To Market is Compressed** through the use of one development stage for all sales channels

Break Even Analysis



- Beginning in year three, headcount savings took effect translating into the rapid rise in benefits, helping HPV reach breakeven in year three
- From year four onward, HPV is generating significant benefits driven by new volume via new channels, improved profitability and greater efficiency and scale, attributable to the eBusiness Center

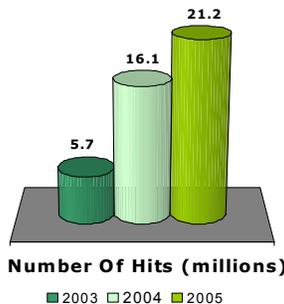
Operational Impact

eBusiness Center Qualitative Benefits

Beyond the financial returns, the Thoughtware Worldwide study uncovered a number of *operational* and *technological* benefits resulting from the operation of the eBusiness Center

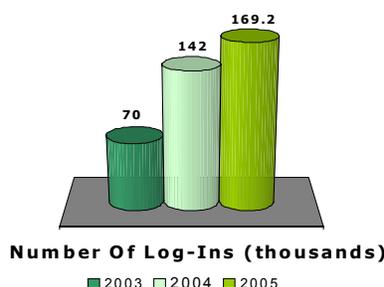
272% Increase in the Number of Hits

The number of users that have been electronically visiting the eBusiness Center has been increasing since 2003. It is estimated that over 20 million hits will have been registered in 2005



142% Increase in Number of Log-ins

The number of Log-ins to the eBusiness Center has more than doubled between 2003 and 2005. In 2005 alone it is estimated that there will be about 170,000 Log-ins, an increase of 142% since 2003



Future Benefits

Additional Modules Expansion

There is a great deal of value to come from the Portal integration of all existing modules (i.e. new and old applications such as ERP, CRM, etc.) while maintaining the same look and feel for the end-users. We believe this will translate into increased efficiency and adoption when deploying new business functionality, with lower training and support costs

Potential added value for other eBusiness Center customers

Leveraging HPV's experience with Raiffeisen Bank and their advanced strategic partnership, we believe other existing or prospective eBusiness Center customers could be approached to further HPV's reach as a quick, low cost/burdened solution given the integration avoidance