

### AGPM selects Prima Platform 3.0 to rebuild its claims management processes.

*AGPM will use the Prima Solutions platform to modernize its claims management processes to improve the quality and rapidity of service to its members and to achieve gains in efficiency.*

**Paris – 7 January 2004** – Prima Solutions, Europe's leading developer of software solutions for the insurance industry, announced today that the *Association Générale de Prévoyance Militaire (AGPM)* has accepted its bid for the Prima Platform 3.0 software platform to rebuild its claims management system. The purpose of this project is to achieve improved quality and speed of service that AGPM provides to its 550,000 members, all the while optimizing efficiency of the claims management process.

The project based on Prima Platform 3.0 and on a close partnership will initially consist in rebuilding the administration processes for all claims submitted to AGPM. The processes will be supported by a new collaborative front-end for all claims managers that will provide new features such as dynamic claim information collection, automatic application of complex business rules and escalation process management, while simultaneously offering transparent integration to AGPM's IT system such as the client or contracts databases. The Prima platform's scalability will subsequently enable it to extend its scope of use to other areas of the AGPM's information system.

*"We are delighted that AGPM selected our bid over others in an extremely heated competitive process. This new customer is important to Prima Solutions for three reasons. In the first place, this third customer to select the Prima Platform version 3.0 confirms that our product is relevant to insurance company operations." Stéphane Guinet, CEO of Prima Solutions, stated. "Secondly, in the wake of Texa and a large Italian insurance company, this new project, which is centred on the area of claims management, demonstrates again that the product is appropriate to this area of concern in the insurance world. Lastly, this initial implementation of the product with a GEMA mutual company could clear the way for many other future projects with these key market players of the personal lines insurance sector in France".*

*"With the implementation of the Prima Solutions platform, AGPM's IT department will be able to provide AGPM's Claims department with an application that responds perfectly to their stated requirements. It will at the same time enable us to build a robust, perennial technical architecture compliant with Java/J2EE standards that will ultimately support the whole information system," says Robert Candela, CIO of AGPM.*

*"Rebuilding AGPM's claims management system is a strategic project and represents the first stage in our strategic plan up to 2005. Our objective is to implement a call centre for claims management that will be able to handle reporting, management and referral of claims in real time" declares Alain Martel, Insurance Director of AGPM. "Thanks to its insurance business model, together with its experience in the area of claims management, Prima Solutions will allow us to meet our ambitious objectives".*

**About Prima Solutions**

Prima Solutions is Europe's leading developer of insurance-specific software platform. This software platform leverages legacy systems to provide all internal and external business processes stakeholders with real-time access to the insurance company's data and transactions.

Prima Solutions' software platform accelerates and reduces the risks of insurers' key business projects: reducing costs and improving quality by reengineering and automating existing processes, growing top-line by improving distribution channels' performance, launching new products and business lines and improving company's manageability.

Prima Solutions was founded in 1999 in Paris, France, customers include: Aviva, Swiss Life France, Groupama/Gan, Solly Azar, Texa, Erisa IARD (a joint-subsiary of Swiss Life Group and HSBC Group) and Crédit Social des Fonctionnaires. Prima Solutions has built partnerships with IBM, ILOG, BEA, Sun and Oracle.

For more information, go to: [www.prima-solutions.com](http://www.prima-solutions.com)

**About AGPM**

AGPM was established in 1951 by former military people specially for other military personnel. Originally the company offered protection insurance products, then extended its coverage to the property insurance sector for all Defense Departement personnel. A strong demand arose among AGPM subscribers, leading to the establishment of an association in 1998, known as the *Association Générale de Prévoyance Militaire Familles (AGPM Familles)*. This new association offers a diversified range of services to family members, friends and professional contacts of AGPM members. AGPM distributes its products through a network of 170 counsellors and manages a portfolio of one million insurance contracts. The distinguishing feature is a mutual aid mechanism to assist members who have suffered particularly severe claims.

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