



# Globalization

Our experience, position and lessons learned.

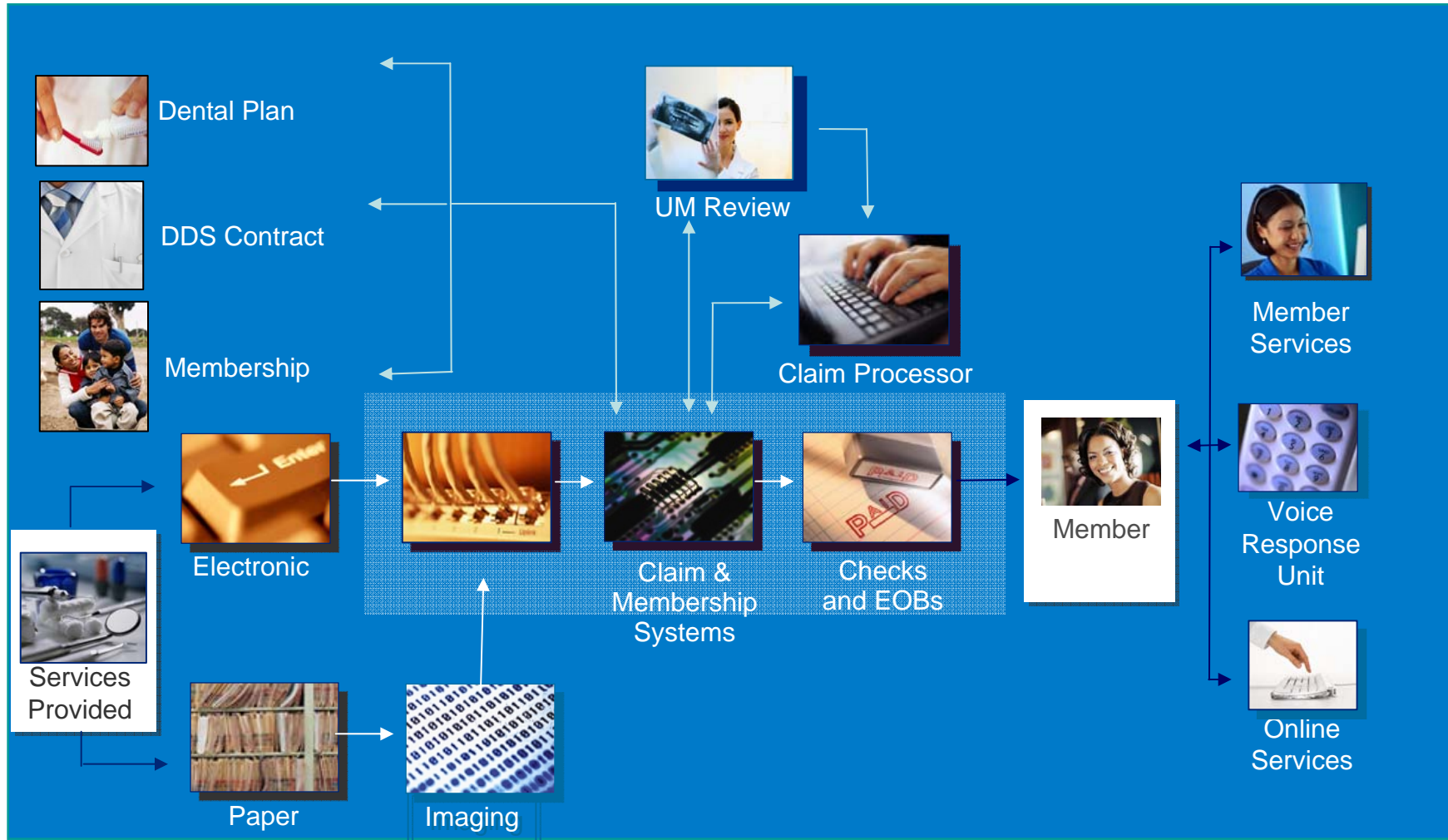
Aetna Dental®

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We want you to know®



# Operations



System Inputs



Internal Processes



Member Interfaces





## Business case for BPO – rationale

- improved capacity
- increased flexibility
- business continuity contingencies
- cost



# Options

- Oversees subsidiary
- Joint Venture
- Single vendor
- Multi-vendor



# Building the business case

## **Considerations**

- Set up costs
- Effective knowledge transfer
- Business partner experience
- Regulatory filing

## **Contingency planning**

- One business partner or more?
- Network / systems back up



# Building the business case *continued*

## **Monitors and controls**

- HIPAA and Information Security
- Service Level Agreements (SLA)
- Quality
- Work load management
- Regulatory compliance monitoring
- Customer & Investor Satisfaction