

Accelerating Business Outcomes and Changing the Game

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We'll help you get there.™

Massachusetts Mutual Life Insurance Company



**WORKING
MOTHER**

FORTUNE
WORLD'S MOST
ADMIRED
COMPANIES
2014



DiversityInc
2014
**TOP
50**
COMPANIES FOR
DIVERSITY



2014
BEST PRACTICES CONFERENCE & AWARDS
**TOP RANKING
PERFORMERS**
IN THE CONTACT CENTER WORLD

**HUMAN
RIGHTS
CAMPAIGN.**

Founded in 1851, MassMutual is a leading mutual life insurance company that is run for the benefit of its members and participating policyholders. The company has a long history of financial strength and strong performance, and although dividends are not guaranteed, MassMutual has paid dividends to eligible participating policyholders consistently since the 1860s. With whole life insurance as its foundation, MassMutual provides products to help meet the financial needs of clients, such as life insurance, disability income insurance, long term care insurance, retirement/401(k) plan services, and annuities. In addition, the company's strong and growing network of financial professionals helps clients make good financial decisions for the long term.

MassMutual Financial Group is a marketing name for Massachusetts Mutual Life Insurance Company (MassMutual) and its affiliated companies and sales representatives. MassMutual is headquartered in Springfield, Massachusetts and its major affiliates include: Babson Capital Management LLC; Baring Asset Management Limited; Cornerstone Real Estate Advisers LLC; The First Mercantile Trust Company; MassMutual International LLC; MML Investors Services, LLC, Member FINRA and SIPC; OppenheimerFunds, Inc.; and The MassMutual Trust Company, FSB.

Organizing Repository Analysis

- Bottom Up versus Top Down
- Centralized versus Decentralized Team
- Identifying Stakeholders / Consumers
- Leveraging Industry Standards
- Selecting Tools for Storage and Retrieval
- Governance, Approvals, Processes, Roles

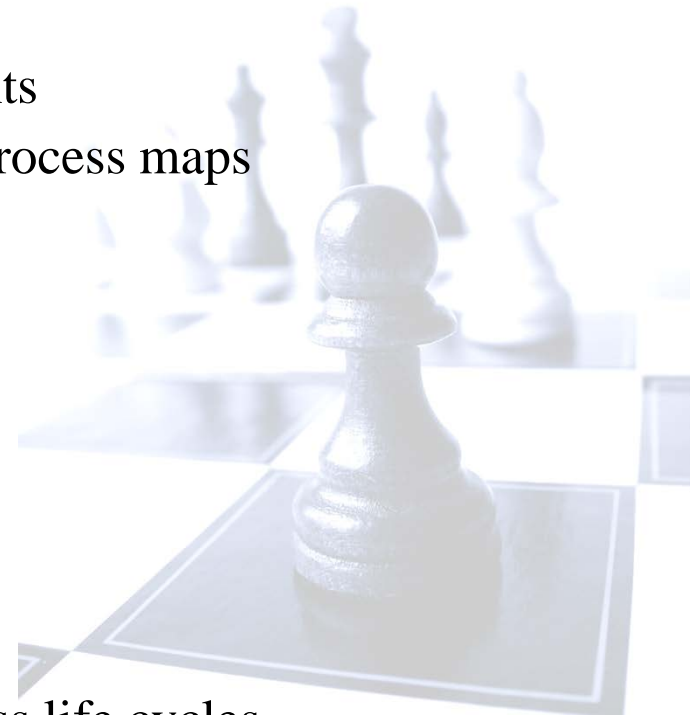


Anatomy of A Business



The Repository 'Changes the Game' with Accelerators

- Provides Reusable Inventory of Business Assets
 - Business intelligence in processes
 - Link processes to business applications
 - Tool for managing metrics and measurements
 - Tool for managing policies, procedures & process maps
- Informs Impact Analysis
 - Project and Portfolio Management
 - Customer Experience
 - Heat Map Assessments
- Aligns IT and Business Teams
 - Common views
 - Standard terminology (glossary)
 - Enables understanding of end to end business life cycles
 - Supports each discipline in SDLC (Software Development Life Cycle)



Questions ? Comments?



Thank you!



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