Leading Insurance carrier in South Africa

WE HAVE GROWN TOGETHER SINCE 2007

12 + years of partnership
165+ dedicated resources

2.6 mn+ policies serviced through Zensar owned Applications
7 platforms

35 applications
500+ releases
**KEY MILESTONES THROUGH THE YEARS**

**FY ’07-’09**
- Legacy Modernization of Group Tax System
- Centralised Payment and Receipts Systems (CPR)
- 31 Interfaces for SunGard Compass
- AS-IS & To-Be Architecture Assessment
- Critical Collection and Payments, and ECS Processing System

**FY ’10-’12**
- Market Capitalisation Programme for ECM Business (4% improvement)
- Delivered Enterprise Architecture Cookbook
- SAP Integration for SA, Kenya & Nigeria

**FY ’13-’19**
- Anti Money Laundering process embedment
- Closed Book Migration
- Lifestyle Daily Debits
- Liber8 Modernization for Corporate Business
- Implementation of testing best practices in Corporate

**LANDMARK EVENTS IN OUR STORY SO FAR..**

**Key Strategic Projects**

- Resource Augmentation Model Lights-On
  - BAU Support RA Engagements
  - Onsite-Offshore based support Minor Enhancements

- Co-Managed + RA Model SE/CR Major and Minor Enhancements Established
  - Onsite-Offshore support Architecture solution Design Solution Design & Consulting

- Managed Services + QA Services Legacy Modernization Transformation Programs
  - Establishment of QA and UAT Services
  - ECM Business Transformation Program
  - Fixed Cost / Outcome based Projects
  - Managed Services(Phase 1, 2, 3)
  - Optimization, Investment and Value Add

**Value Delivered**

- > ZAR 200K Savings delivered
- Monthly premiums worth ZAR 750 million collected
- 65-70 % Testing Processes implemented
- 93% IT staff trained on Testing processes
- 70% Commission rejects resolved in first 7 months of engagement
- 22% Savings in the maintenance cost of agents & commission systems
KEY MILESTONES

- **Average 4.5 years** of experience with the client

- **400000+** Claims and Disbursements serviced through Zensar owned Applications

- **Covered 7000+** service requests across 5 years

- **42** Rate Reviews handled

- **Built CoE** for legacy migration

- **The client’s Business Value Chain experience**
  - **2600+** person months

- **Resolved 15000+** Incidents

- **33 months** “Challenge Period” experience

- **27 “Year Ends” & “Half Year Ends”** for all masters