

Innovate and thrive in the post-pandemic enterprise era

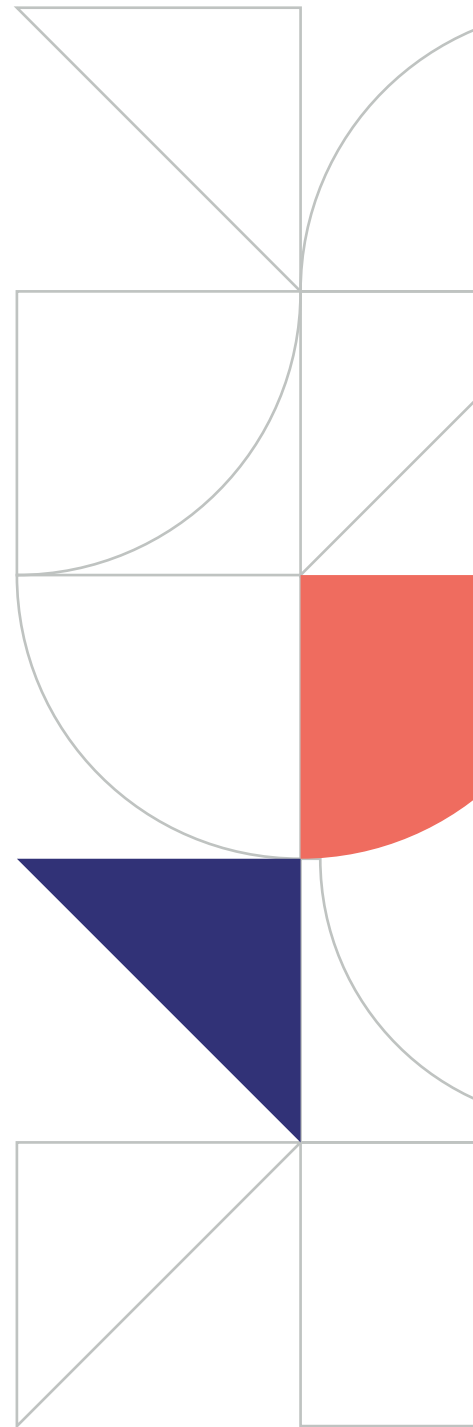
Digital-proof insurance business
with foundation services



As we enter the post-pandemic era, business expectations of the insurance sector have accelerated exponentially. To compete in this fast-changing digital world, one must be able to manage millions of digital touchpoints as well as continuously evolve the workforce to develop, deploy and deliver superior experiences faster. The exponential change in technology over the last decade has resulted in the need for insurance firms to reimagine their business models.

These advancements have made technology consumption significantly cost efficient, resulting in accelerated innovation creating large scale disruptions. These digital disruptions are forcing businesses to not restrict the use of technology to cut costs, instead consider it as a tool to gain sustainable competitive advantage in the changing market.

The promise of transformation starts with a sound digital foundation. That is where Zensar comes in, with its brain trust of evolutionary and proven framework of services called foundation services. These services are specifically aimed at accelerating transformation in the insurance industry leveraging digital technologies such as cloud, automation and artificial intelligence at its core.



IT reality makes it challenging to meet business aspirations for the insurance industry

Business aspirations



Respond instantly to opportunities



Safeguard brand and customer trust



Compete with data and apps



Differentiate with superior experience



Implement new business models



Compete in new markets

IT reality



Legacy apps



Cloud native apps



SaaS apps



6-8 clouds



Growing attack surface



More and more devices



New software dev models



Data centers



Complex operations



Need for new skills



Security consumes more resources



Need for scale



New regulations



Need for speed

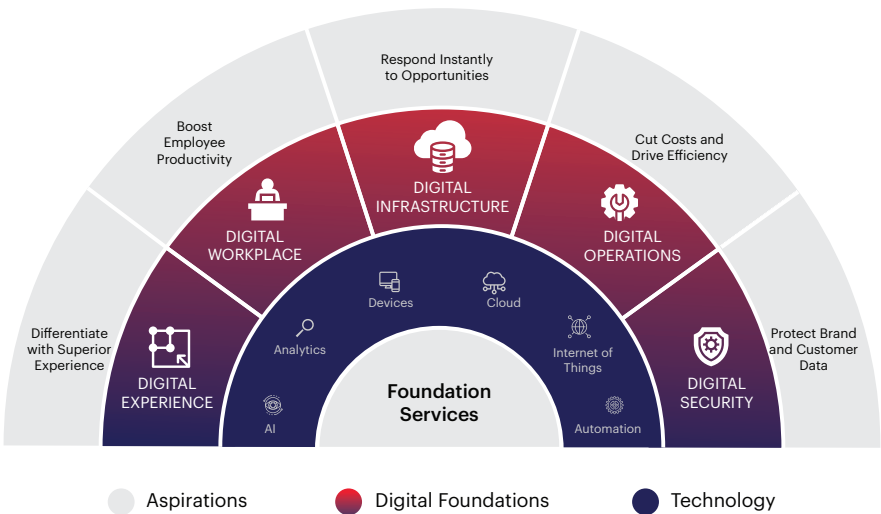


Constrained budgets

What we do

Digital-proof your business with foundation services

Zensar’s foundation services empower insurance firms to master digital transformation with a set of proven solutions which aligns IT to meet their needs. The foundations harness innovations while delivering consistent operations and infrastructure, and intrinsic security leveraging AI at it’s core.



Differentiate on experience with digital experience management

Get full visibility into every customer’s journey across all digital touchpoints such as mobile or web and monitor the full stack to ensure every click, swipe or tap is flawless.

Services

Business aware

Solution roadmap

Competitive benchmarking
KPIs & APDEX

Digital touchpoint adoption
assessment

Advisory

Technology aware

Monitoring tool
UX | APM | Synthetic | Platform
| Infra human+

Single pane of glass
root cause | Alerts |
Dashboards | KPI

Integration self-healing |
ITSM | Process

Implementation

User aware

Full stack monitoring and
self-healing edge to core
monitoring | Remediation | NOC

Software intelligence
UX| Synthetic | BPM | Platform | Infra
| Human+ | Causation

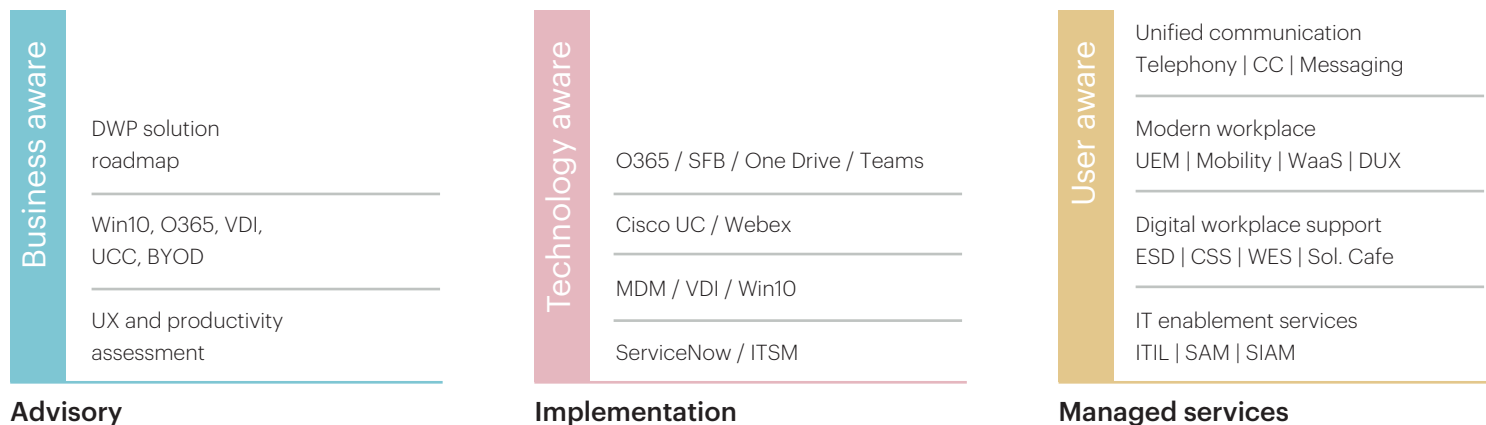
Tool enablement
Rationalization | Support

Managed services

Boost insurance workforce productivity with digital workplace services

Persona based connected and intelligent workplace solutions infused with AI, self-healing and BYOD to power-up productivity and collaboration within the enterprise.

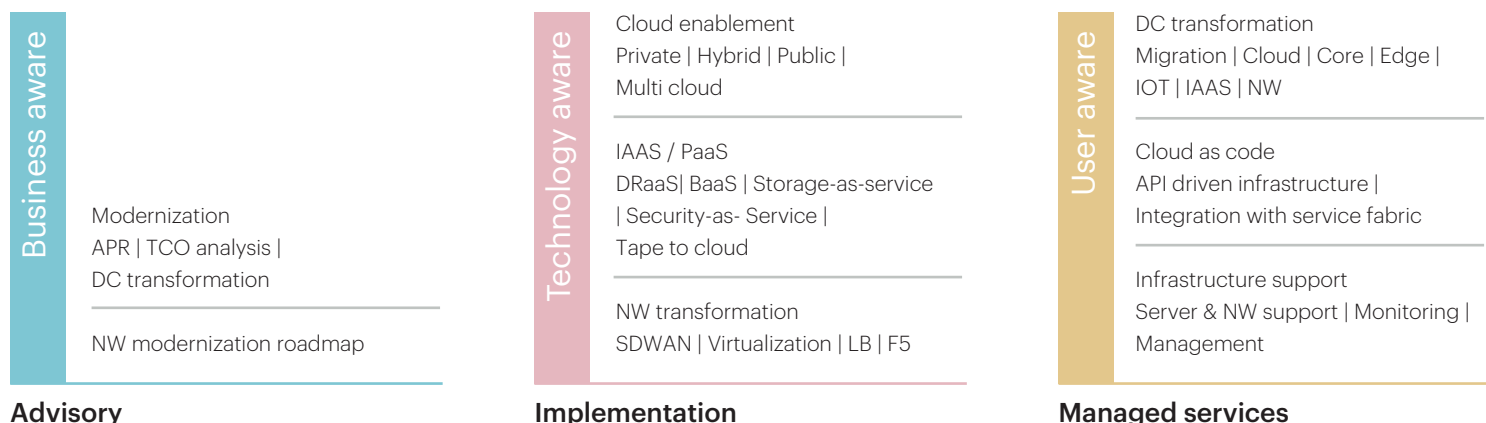
Services



Respond at the speed of digital to opportunities with digital infrastructure

Respond with speed, agility and scale with proven cloud advisory and migration services across core, edge, network and security for building resilient and scalable software defined infrastructure.

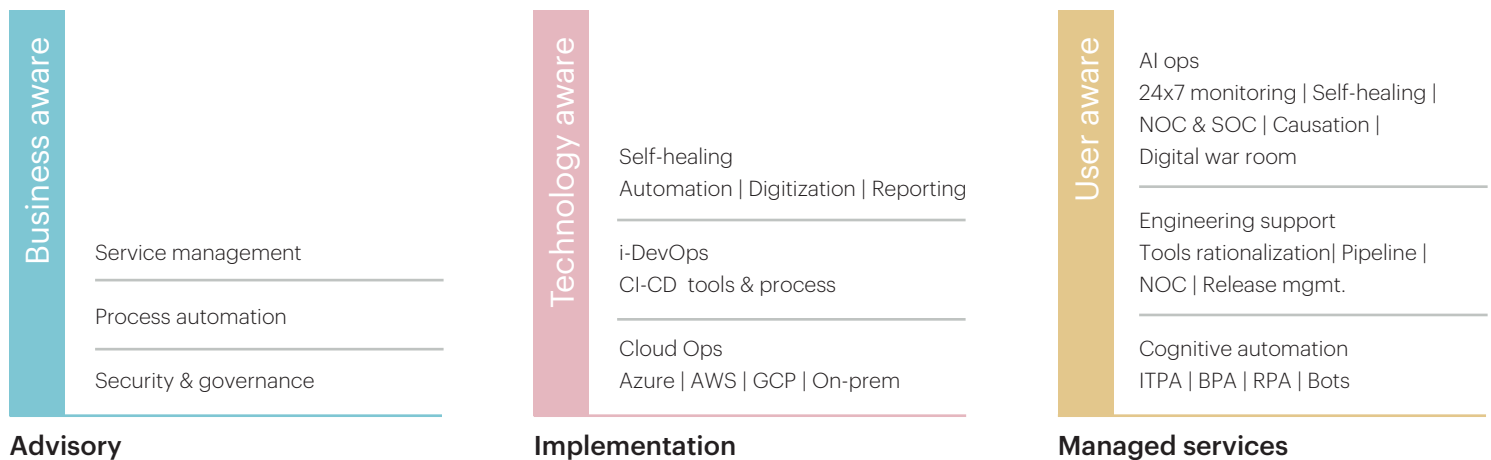
Services



Break silos and improve efficiency with digital operations

Driving IT operations for insurance sectors with human intelligence and machine intellect to manage digital assets, by infusing cognitive automation into operations.

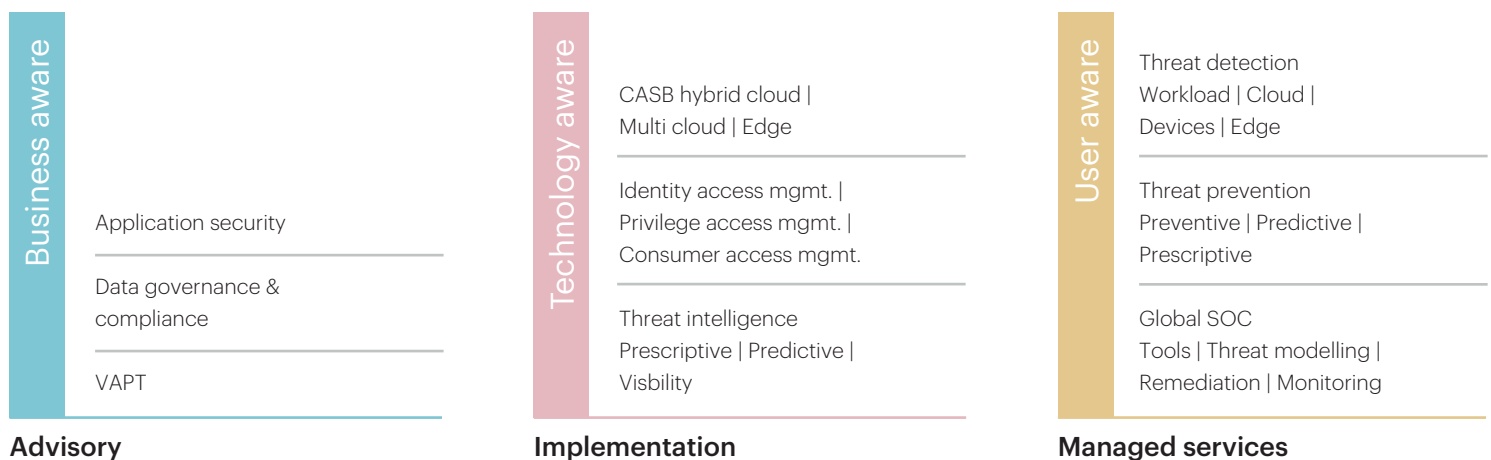
Services








Safeguard brand and customer trust with digital security

Best in class threat hunting and advanced remediation solutions to ensure brand and customer trust is protected. Build cyber resilience from the inside out with proven solutions and framework from Zensar.

Services



Empowering businesses to master digital transformation

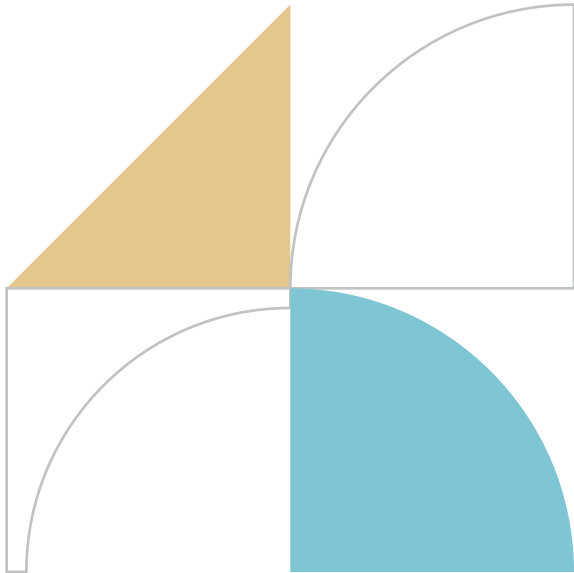
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|  |  |  |  |  |
| Connected experience (DEM) | Connected work+ (DWS) | Connected autonomous cloud (DI) | The Vinci (DO) | Autonomous ubiquitous security (DS) |
| <p>Increased revenue & ROI</p> <p>Lower churn (higher loyalty)</p> <p>Increased satisfaction (net promoter score, fan score, etc.)</p> | <p>40% ticket elimination & 35% faster resolutions</p> <p>Shift left using self-help & self-heal; enabling self- service</p> <p>33-90% reallocation of workforce to strategic initiatives</p> | <p>10x higher frequency of releases</p> <p>Guaranteed 99.99999 availability</p> <p>3x accelerated cloud adoption</p> | <p>75% lower MTTR</p> <p>35% higher agility</p> <p>30% ticket prevention</p> | <p>5X faster threat remediation</p> <p>Proactive threat hunting</p> <p>24x7 certified SOC</p> |

Best-in-class alliances







Awards and recognitions

Positioned as a **Leader in ISG Provider Lens™** study on “**Digital Workplace of the Future 2019-2020**”

Mentioned as an **Innovator in Avasant's Hybrid Cloud RadarView™** report 2020-2021

Recognized as a **Niche Player** in **2020 Gartner Magic Quadrant** for Data Center Outsourcing and Hybrid Infrastructure Managed Services, North America

Recognized as a **Challenger in Avasant's Cyber Security Services Radarview™** report 2019-2020

Zensar has been mentioned as “**Innovator**” in Avasant's **Digital Workplace Services 2021 RadarView™** report

Zensar mentioned in **ISG Provider Lens™** Quadrant Report as **Rising Star in Managed Mobility Services** and **Leader in Managed Workplace Services - Large Accounts** in Digital Workplace of the Future-Services and Solutions U.S. 2020

Zensar mentioned as **Leader in ISG Provider Lens™** Quadrant Report for Managed Services - Midmarket in Next-Gen Private/Hybrid Cloud- Data Center Services and Solutions U.S. 2021



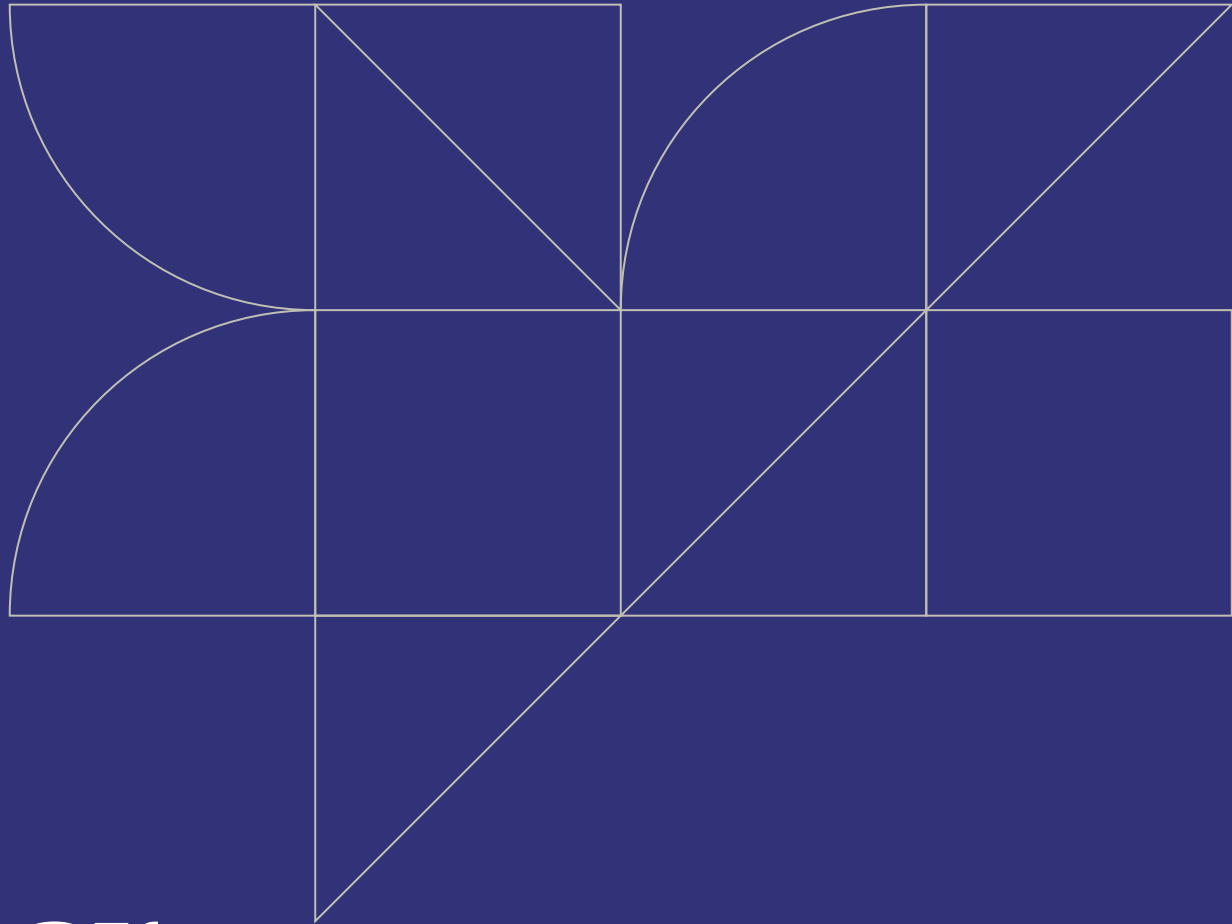
**HARVARD
BUSINESS SCHOOL**

Zensar - A Transformative
Case Study at Harvard
Business School

Forbes

Zensar Technologies:
On the digital highway





zensar

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: velocity@zensar.com | www.zensar.com