

A Shared Value Insurance Company in South Africa

Case study



WE HAVE GROWN TOGETHER SINCE 2007



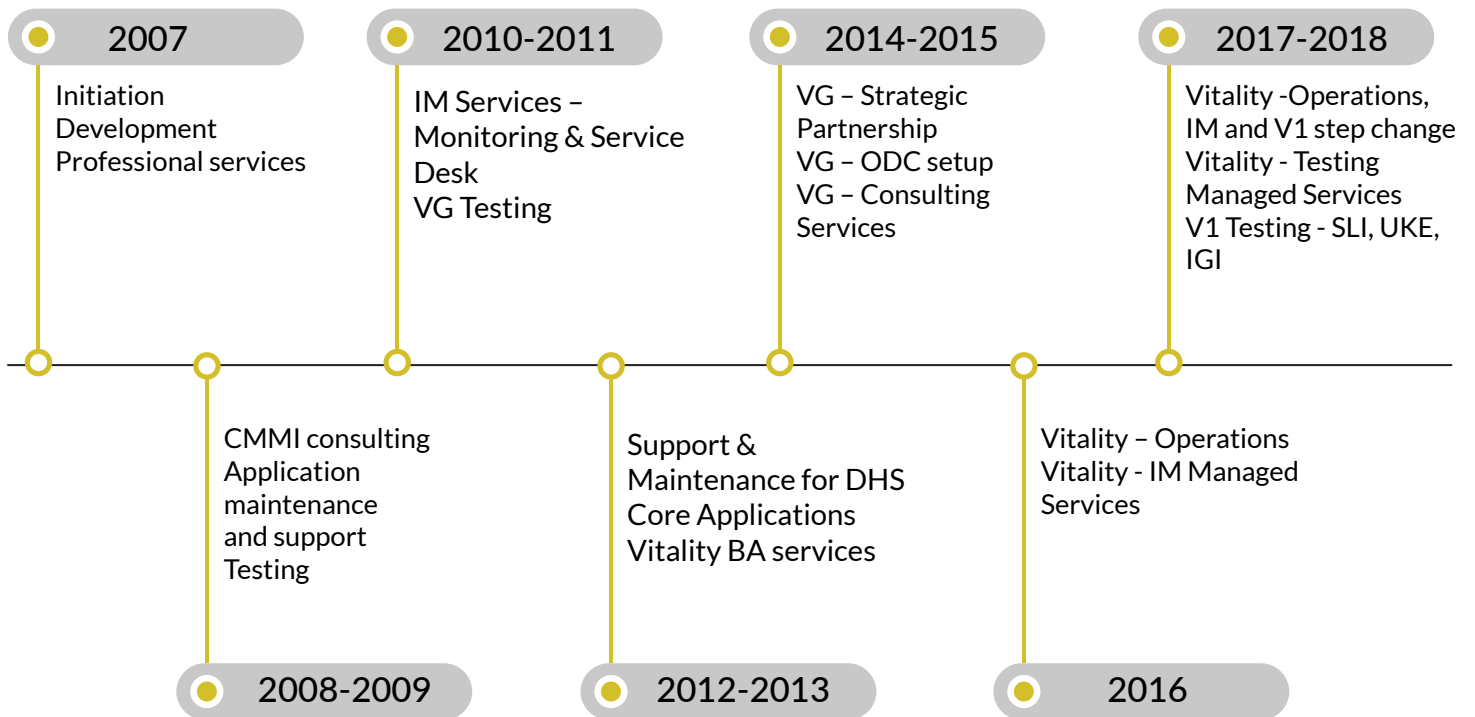
10+ years
of partnership



230+
offshore associates

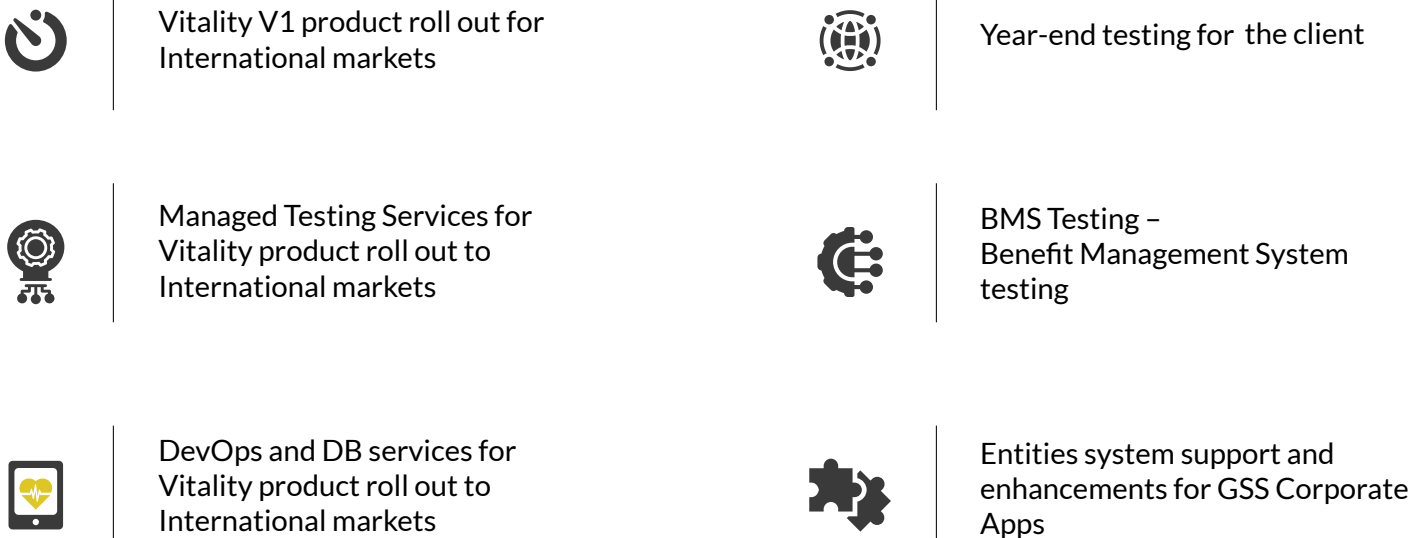
ZENSAR IS STRATEGICALLY ALIGNED WITH
KEY ROLLOUTS ACROSS THE CLIENT'S PARTNERS

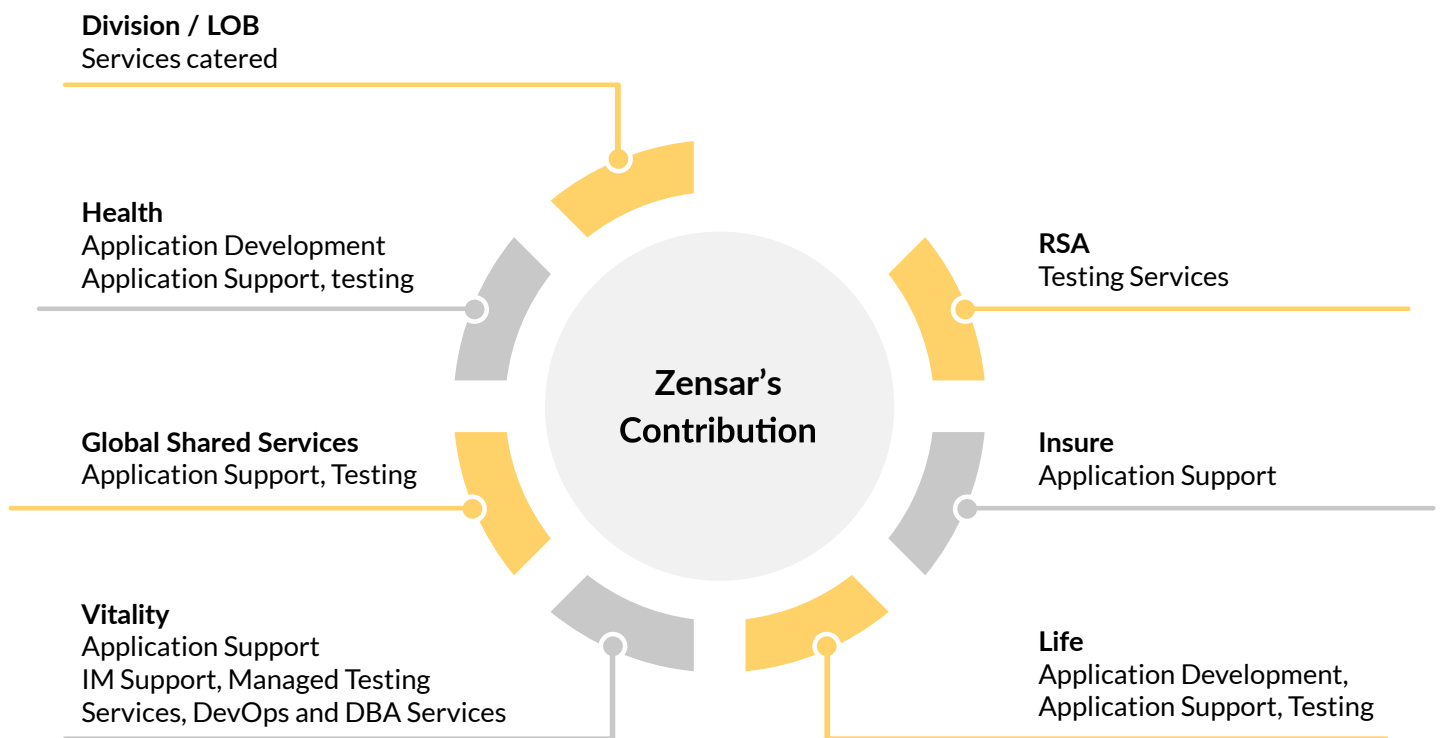
KEY MILESTONES THROUGH THE YEARS



LANDMARK EVENTS IN OUR STORY SO FAR..

Key Strategic Projects





Value Delivered

- 30% Cost Reduction
- Improved Operational Efficiency
- Accelerated Time to Market
- Increased Customer Engagement
- Overall Business Growth

Operational Excellence

- 24 x 7 IM Support and 24 x 5 Weekend standby
- 95% average SLA compliance
- 4.5 average CSAT

HEAR THE CUSTOMER SPEAK

“ Zensar has grown into a major IT partner for providing services such as support, maintenance, development, monitoring and value-added services such as automation testing, mobile testing, test consulting, process consulting and infrastructure consulting. Zensar’s testing service has been a major contributor to the successful launch of a variety of services globally. ”



zensar
An  **RPG** Company

At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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