

# A Shared Value Insurance Company in South Africa

Case study



## WE HAVE GROWN TOGETHER SINCE 2007



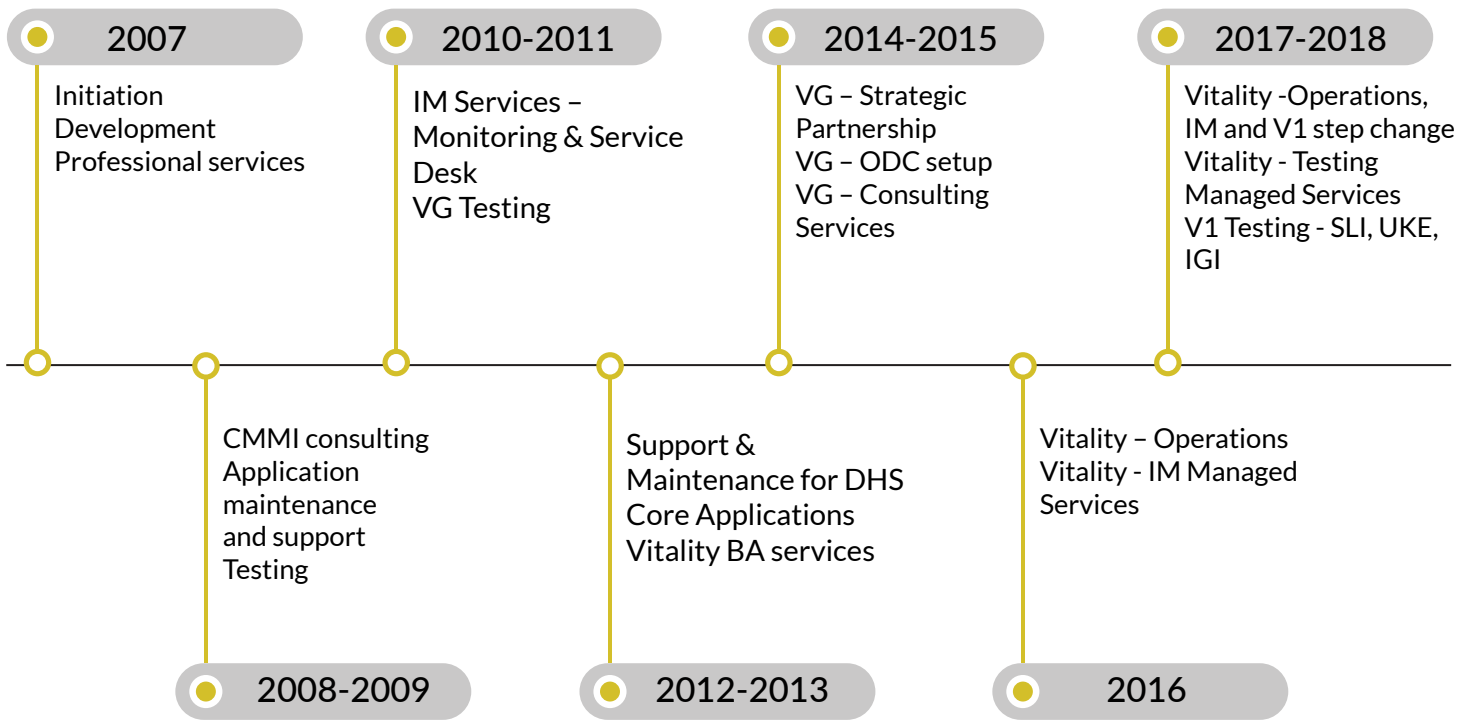
**10+ years**  
of partnership



**230+**  
offshore associates

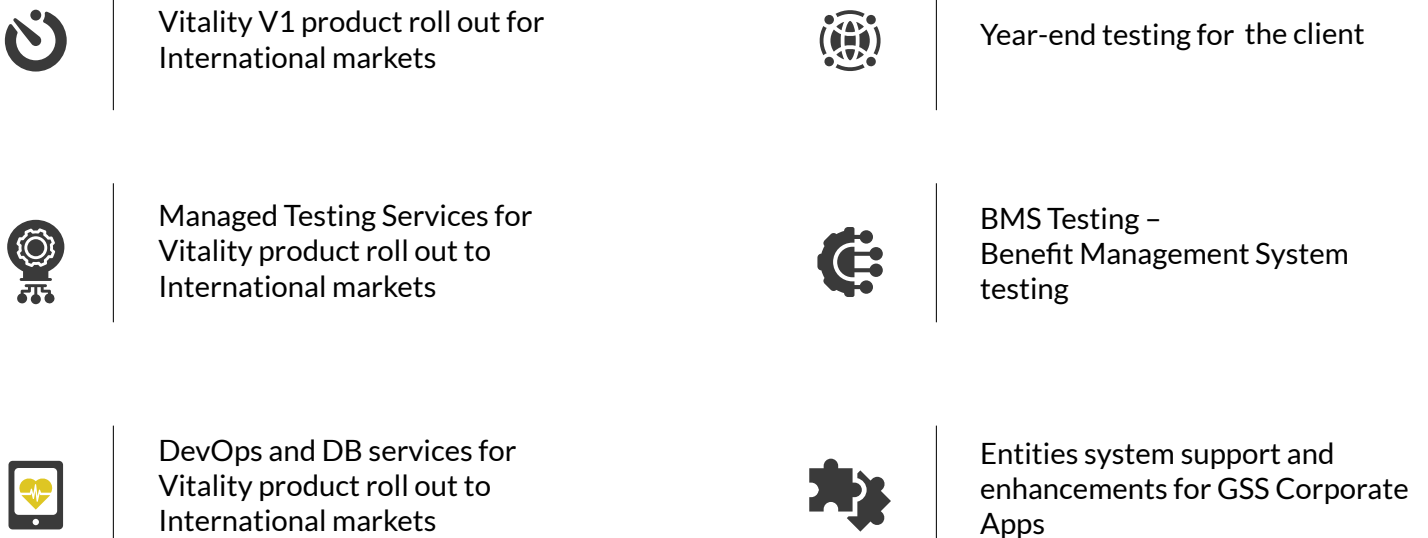
## ZENSAR IS STRATEGICALLY ALIGNED WITH KEY ROLLOUTS ACROSS THE CLIENT'S PARTNERS

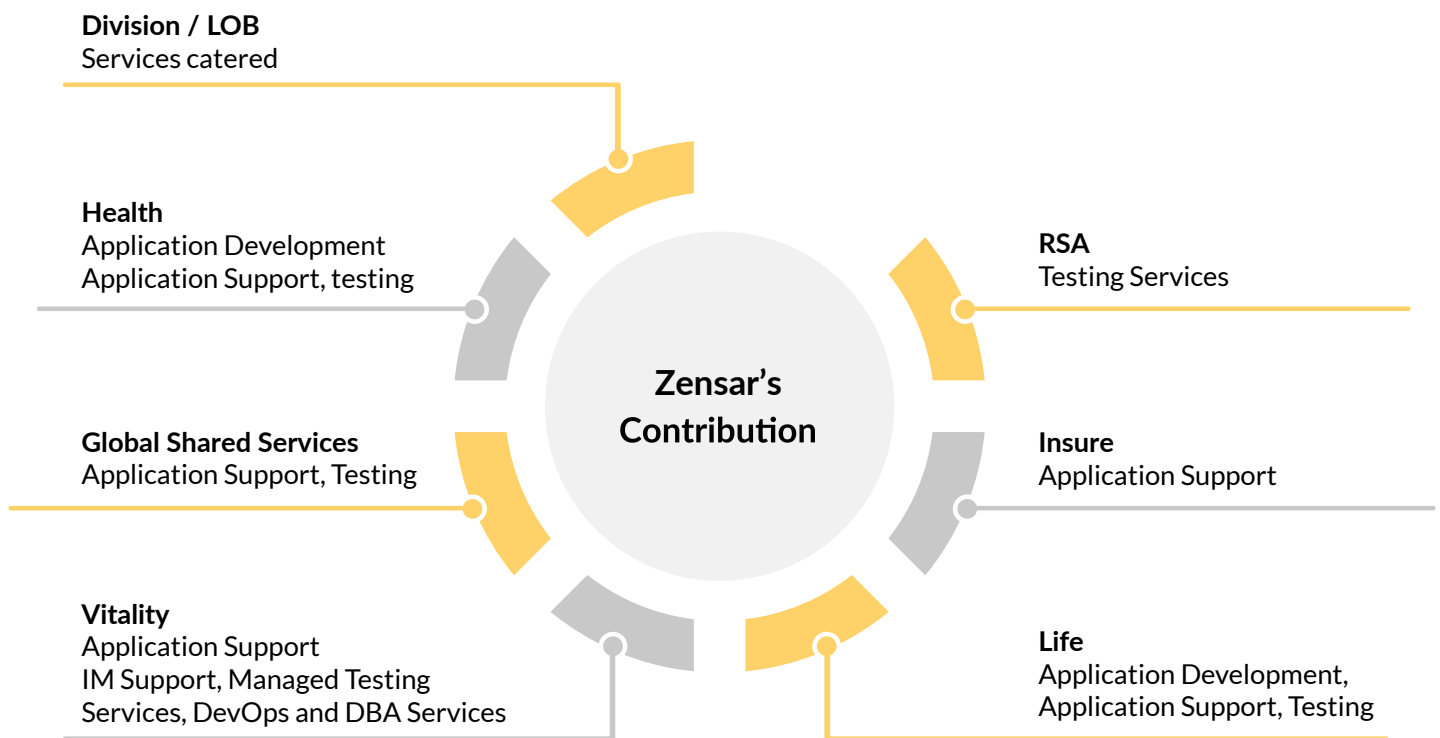
# KEY MILESTONES THROUGH THE YEARS



# 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. ”

The logo for Zensar, featuring the word "zensar" in a bold, lowercase, sans-serif font. The background of the slide is a dark blue with faint white geometric shapes, including a large semi-circle and various lines and arcs.

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