

# Leading Insurance Carrier

in South Africa

Case study



## 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

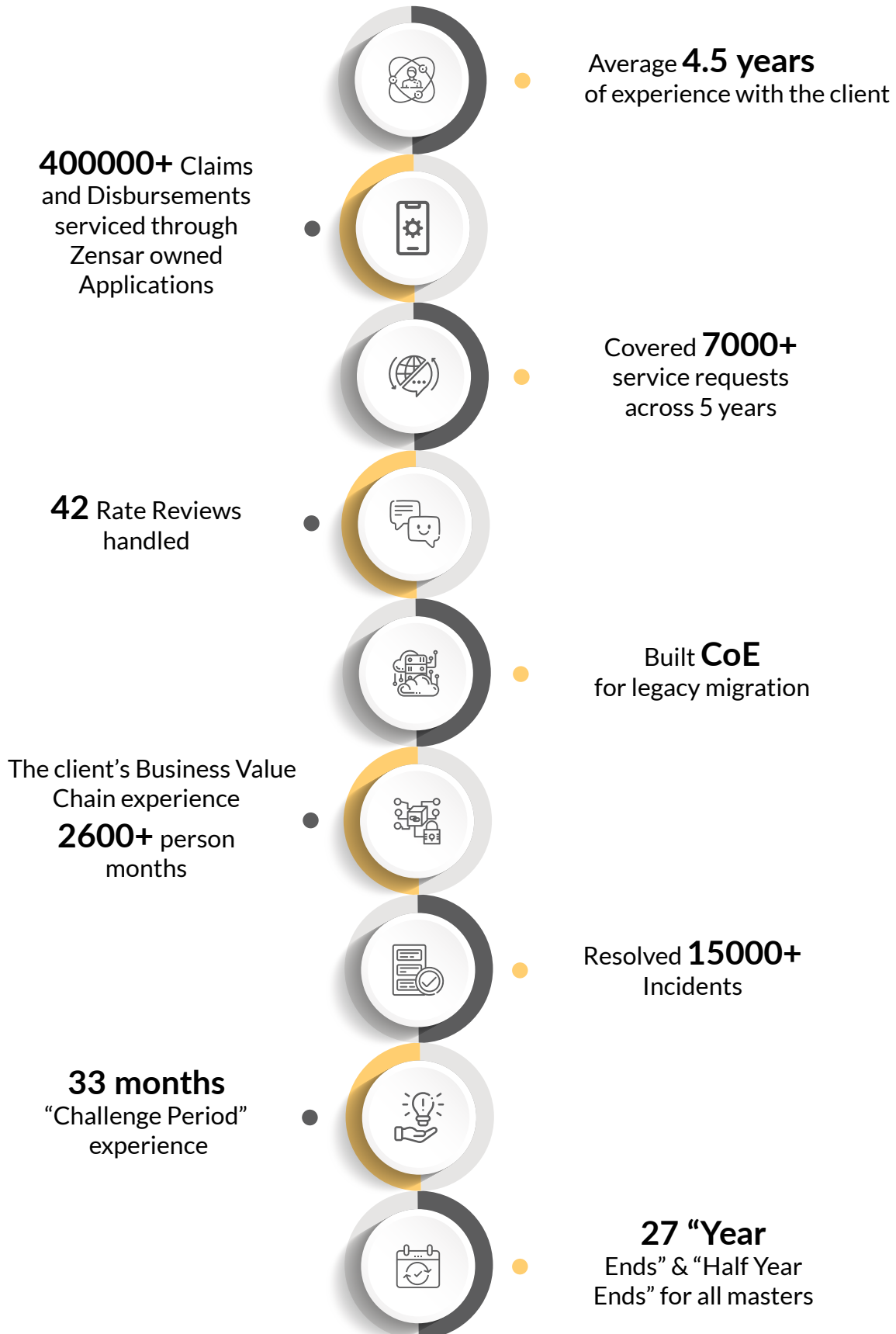


Managed Services + QA Services Legacy Modernization Transformation Programs Establishment of QA and UAT Services ECM Business Transformation Program Fixed Cost / Outcome based Projects Managed Services(Phase 1, 2, 3) Optimization, Investment and Value Add

## 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



The Zensar logo features the word "zensar" in a bold, white, lowercase sans-serif font. The letter "z" is particularly prominent, starting with a thick vertical stroke that curves into a horizontal bar. The background of the slide is a dark blue gradient with faint white geometric shapes, including a large semi-circle and various lines.

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 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 10,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: [velocity@zensar.com](mailto:velocity@zensar.com) | [www.zensar.com](http://www.zensar.com)