

AXA - Value-added deliveries brought to scale

BANKING

CAPITAL MARKETS

INSURANCE



UKI

Health Digital Transformation and Data Migration from legacy systems to Salesforce

- **50%** of interactions via digital self-serve
- **20%** fully automated interactions via Virtual Agents
- Guided selling policy creation process with reduced turnaround time by **50%**
- **Doctor care anywhere** ability was provided via TCM contract.

Belgium

CLUP:

- Implementation of around **30 + products**

Guidewire

- Implementation of **single tool** for the complete management of claims by claim handlers.
- Successful completion of Evolution packs for complex milestones including **Oregon migration features, Partner Management, Enhanced Digital Flows, Security updates** etc

Partners

- Increased Cases creation from **3000 per day to 5000 per day**, case closures **increase from 4K to 9 K** cases
- Improved application availability with daily sanity report of CMS applications integrated **with 5 Key Applications**

France

FLYER

- Continuous **12 Successful ON-TIME Q Closing** for **14+ countries/entities**
- Reporting data Availability (**> 98%**)

Support Collections and Payments for AXA France in

- Processing over **3 Billion transactions per year**
- Optimizations and automation of process to deliver **30% reduction** in overall timelines and successful completion of Account Justification cycles

XL

UKI

Delivered **3 Successful Fusion Projects** resulting in

- **20%** Efficiency in Payment Processing
- **70%** Automation of generation of Large Loss Reporting from Global Claim System

IBM MDM, WAS, and DB2 upgrades

- **70%** Automation of generation of Large Loss Reporting from Global Claim System
- **40%** CDI-Workbench integration delivered for Parties and Contracts

Japan

AMDO-

- **POC for GitHub Copilot** - Productivity improvement of approx. Potential Benefits - **10%** in the build process is expected and Cost Efficiency: **13.4MY**
- **POC for GenLite** - Improve developer, tester productivity and time to market from TDLC perspective

XL

IT Operations

- **99.92%** Change Success Rate.
- **88%** Major Incident Reduction
- Service Request MTTR Reduced by **90%**
- Deployment of **50+** eradication automations have helped achieve the reduction
- Reduced Vuln. backlog from **1,00,000 to below 100**
- Reduced RTO by **40%** during major datacenter DR tests

