



With over 157,000 employees worldwide, Allianz Group is one of the world's leading insurers and asset managers with 125 million private and corporate customers in almost 70 countries. In fiscal year 2023 the Allianz Group achieved a total business volume of approximately 162 bn euros. Allianz is one of the world's largest asset managers, with third-party assets of 1,712 bn euros under management at year-end.



Key Attributes



Supporting **multiple geographies** and **LoB**



15+ yrs of collaboration with **ATCI**



Technology Stack: Java, Spring, Hibernat, MF, AWS, Kafka,



Methodology: Agile, Iterative, waterfall



Contract Construct: Time & Material, Fixed Price with Fixed Scope



Business Challenges

- 1. Outdated Systems:** Legacy platforms and tightly coupled systems have reached their limits, restricting scalability, innovation, and modernization efforts.
- 2. Data Fragmentation:** Dispersed data across multiple systems hinders unified reporting and analytics, with heavy reliance on manual processes.
- 3. Inefficient IT Landscape:** Non-responsive interfaces, complex workflows, and outdated features increase operational costs and reduce competitiveness.
- 4. High Delivery Costs:** Dependence on onshore/nearshore teams and disconnected vendor processes limit scalability and efficiency.
- 5. Complex Project Environment:** High interdependencies and system limitations escalate costs, risks, and delivery timelines.



A Proven Solution Powered By Transformation Roadmap

- 1. Modern IT Platforms:** Built secure, scalable cloud-native platforms with microservices architecture and responsive UIs, enhancing user experience and operational efficiency.
- 2. Regulatory Compliance:** Upgraded financial systems to meet regulatory requirements and ensure business continuity.
- 3. Cost Efficiency:** Established a 70% offshore delivery model with streamlined governance, reducing costs and enabling 40+ successful releases.
- 4. Data Integration:** Implemented a centralized Operational Data Layer (ODL) for real-time data integration, enabling better decisions and smoother migrations.
- 5. Agile Delivery:** Adopted Agile and DevOps practices to accelerate delivery and improve service reliability.
- 6. Seamless Transition:** Executed a structured transition plan with skill alignment and governance, ensuring successful digital and operational transformation.



Key Projects Delivered

- Created a modern and digital B2C Travel insurance portal seamlessly integrating across different with Allianz systems.
- Digitalized customer interactions for policy, claims, and product information requests.
- Reduced delivery costs and improved scalability through offshore collaboration.
- Developed a global IT platform to digitalize insurance processes from sales to operations.
- Enabled data-driven decision-making with a unified reporting platform.



360° Value

~50%

Reduction in IT cost compared onshore / nearshore delivery model

9 K+

Brokers onboarded over unified portals BE & NL

34 → 5

Reducing the number of portals & also introducing new smart applications



Polaris4IT - Accenture scope includes AMS/IMS services for 2 domains (CS&L* + Retained IT*) and Infra transformation and IMS Run for local Infra + Workplace solutions

Deal summary

- Full sourcing of **CS&L & Retained IT Run/Change Applications**, including cloud transformation (**RUN – TRANSFORM – RUN**)
- Full sourcing of **local infrastructure operations** including local DCs, local workplace, network and call center tech **and respective transformation** to Allianz's central target solutions (**RUN – TRANSFORM – TRANSITION TO Allianz Technology ONCE IN TARGET STATE**)
- Deal value 330\$m over 7 years.



Applications (CS&L + Retained IT)

Scope

Services

People Transfer

551 CS&L Apps **30** Retained IT Apps

1400+ Application Components

246+ Mgmt. of SW Licenses

L2/ L3 Support | Enhancements | Projects

360+ Allianz Technology Resources

100+ Allianz Partners Resources



Local Infrastructure

Scope

Services

People Transfer

60+ Sites **2063** servers/instances

8k workplace fat clients

25k+ users (incl. non-MSA)

DC& Cloud | Workplace | Contact Center | Network

130+ Allianz Technology Resources

Accenture Commitment

125M Euro (23% gross savings) overall (7 years)

Transform & modernize the Retained IT Delivery Model w/o increasing the costs

Transform and modernize the local infrastructure by end of 2025 to enable the savings committed by Allianz Technology

Provide a **career path** for the Allianz **transferees** employees

Legends

* Country Specific & Legacy

* Retained IT refers to Allianz Partners shadow IT organization