

Implementation Services

Overview

- On-schedule and on-budget implementations
- TIA has vast experience and implementation capabilities
- TIA's most recent implementation in Angola with AAA Seguros was a great success
- TIA knows its Solution inside-out and will ensure the best result
- Prototyping is used as a central tool in an implementation project
- Implementations are based around the SPRINT model for build and test phases
- TIA works closely with customers during project phase to reach the best possible outcome

TIA Implementation Services

With years of experience and knowledge of the TIA Solution, Professional Services adds value to your implementation. Being close to our 50+ customers means we understand the needs of insurers and effectively and securely carry out implementations.

Why Professional Services?

Experience: 50+ Customer reference base to draw experience from and Senior TIA experts who work closely with R&D

Long term commitment: TIA is in it for the long haul Close to customers: TIA has built multiple Customer Driven Enhancement tools, conducted dozens of Health Checks and Quality Assurances and understands customer needs

Insurance Expertise: TIA has in-depth knowledge of the insurance industry

Low total cost of ownership: Professional Services keeps your Solution close to the Core functionality focusing on using the existing flexibility in the system, saving time and money in the implementation budget and reducing future costs

Broad resources: TIA has on-shore and near-shore resources available to conduct large and small implementations

In a flexible and modern insurance industry TIA believes that insurers benefit from staying close to the core solution, thus lowering costs and being in a stronger position to access future functionality with smooth upgrade projects.

Phases of implementation

Phase 1: Pre-Analysis – What are the business needs?

TIA Professional Services works closely with new clients to build the insurance solution their business needs. This begins with building a business case for the insurance solution and figuring out exactly which tools are required, and which have lower priority.



From this phase, TIA develops an in-depth understanding of the insurance company's needs and then develop a detailed roadmap of how the TIA Solution is to be implemented.

ABOUT PS

TIA Professional Services is a unique consultancy service provided by TIA Technology to ensure the longevity and continuous value of customers' TIA Solution.

TIA Professional Services enables customers to protect their investment and lower their cost of ownership.

TIA Professional Services also ensures that your TIA Solution fully lives up to, and hopefully exceeds, business case expectations.

Services provided

- Implementation Service
- Upgrade Services
- Quality Assurance
- Add On Tools
- Customer Driven Enhancements (CDEs)
- Infrastructure Services

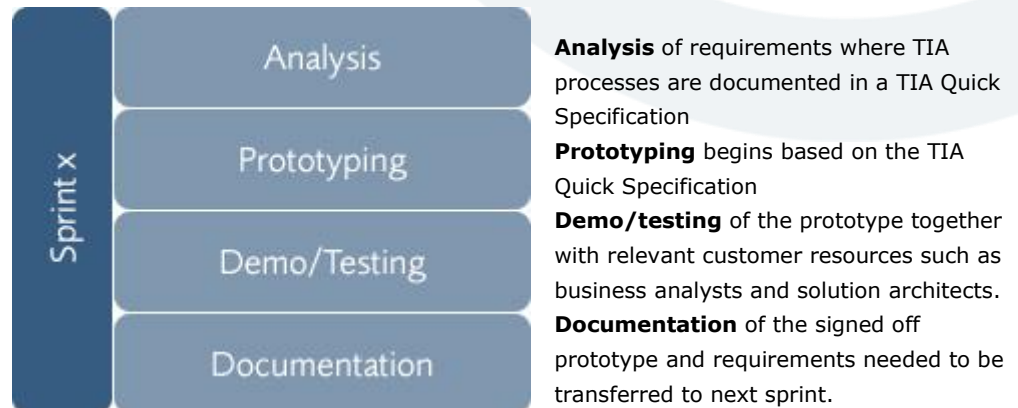
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Phase 2: The Implementation Process

In close cooperation with the client, TIA takes the lead on the implementation process and follows a SPRINT model. A sprint is a time-boxed exercise where any requirements not implemented or needing to be revised are transferred to the next sprint/phase. The duration of a sprint depends on the overall project scope, budget and timeline.



TIA's experience

TIA completed a full implementation with AAA Seguros in 2012 in Angola. The project was a success and AAA Seguros is fully up and running on TIA 6.2

TIA Professional Services uses prototyping as one of the central tools in implementation projects. TIA has significant implementation capabilities and can scale resources depending on the size and scope of a project.

TIA recognizes that an implementation requires a joint effort from the entire team and works hard on building a strong relationship between itself, the customer and other relevant parties or subcontractors.

TIA delivers on-schedule and on-budget implementations.