

Professional Services

Overview

A unique consultancy service which can support your TIA Solution from implementation to ongoing support.

- Get the foundations right
- Lower the Total Cost of Ownership
- Best Practice based on 20 years experience with the TIA Solution
- Business and Technical Experts who are ready to help
- Mitigate Risk
- Establish a safe future upgrade path.

Services provided

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

Your insurance to activate

TIA Professional Services is a unique consultancy service provided by TIA Technology to ensure best practice, continuous value and longevity of customers TIA Solution. Professional Services enables customers to protect their investment and lower their cost of ownership and risk.

TIA Professional Services is your insurance to achieve the full potential of your TIA Solution.

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 can effectively and securely carry out a full implementation. After an pre-analysis phase, Professional Services will begin implementing the TIA Solution, backed by our extensive partner network.

TIA Quality Assurance

Ensures the successful implementation of the TIA Solution and makes sure that it is running at full capacity. TIA experts ensure that an implementation adheres to TIA Best Practice, provides full functionality, realizes expected business benefits, keeps in mind future upgradeability, and not deviate from TIA Core with unnecessary customizations.

TIA Upgrade Services

To maximize returns on your TIA Solution we recommend maintaining a stable upgrade path of new TIA Releases. Upgrade Services also covers our customers when the merge with a competitor or expand into a new market. TIA Professional Services will provide you with a detailed business case and plan for your project to ensure maximum value from your TIA Solution.

TIA provides a detailed view of commercial and technical benefits and requirements of an upgrade to the latest version. Quality Assurance is also provided through the technical upgrade or expansion

TIA Academy

TIA Academy provides all-round training in the TIA solution. Our comprehensive training offering covers both business and technical TIA aspects from the basic configuration to the most advanced enhancement options offered by the solution.

Business Training

Introducing users how to effortlessly and efficiently use the TIA Solution on a daily basis. Give users an understanding of the TIA Core and how to utilize the standard core functionality.

Technical Training

Specialized technical courses to optimize your knowledge of the TIA Solution per module. Technical insight into how to configure and customize the TIA Solution. Hands-On experience of how to add own logic and functionality to the TIA Solution.

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Expert profiles of Professional Services

Business Solution Architect

- Deep experience within the insurance industry in both operational & consultant roles working with various types of insurance
- Deep experience working with and implementing the TIA Solution
- Business & functional experience in advising on TIA best practice and maintaining system upgradability by minimizing customizations to the Solution
- Project management
- TIA QA execution
- TIA upgrade execution
- Practice training in TIA Business Fundamentals offering from TIA Academy

Technical Solution Architect

- Deep technical knowledge of the TIA Solution
- Technical background & experience in Oracle PL/SQL, Oracle Forms, SOA and ADF
- TIA Product Editor experts with a long list of successfully implemented insurance products on the TIA Solution
- Involved in TIA implementation projects as a technical architect but also as a developer
- Advising on TIA best practice and maintaining system upgradability by minimizing customizations to the system through experience of designing and implementing functional and technical solutions in the TIA Solution
- TIA QA execution supporting the business requirement analysis and TIA gap studies
- TIA upgrade pre-analysis and execution
- Practice training in TIA Technical Fundamentals and other technical offerings from TIA Academy.

Oracle DBA

- Specializing in Oracle architecture, hardware sizing and Oracle product functionality
- Oracle DBA both in development projects and daily operations following ITEL operations standards
- Architecture specialist including hardware and Oracle license sizing for TIA implementation projects
- Tuning and troubleshooting/problem solving