

Upgrade Services

Overview

- Stay up-to-date with TIA's latest business benefits and technology.
- TIA builds a business case for upgrading.
- TIA has a major release every 18 months – following the upgrade path ensures you don't get left behind.
- Reduce the risk of upgrading by using TIA's vast wealth of experience and knowledge.
- TIA Professional Services can help you decide on the best upgrade path depending on your business.

Need more info?

TIA has produced an Upgrade 101 Paper which lays out the entire upgrade process from beginning to end. Find it on our website.

TIA Upgrade Services

With TIA Upgrade Services you can upgrade to the newest version of TIA Core, merge with your competitor or expand into new markets as you like. TIA Professional Services will provide you with a detailed business case and plan for your project ensuring the best outcome for your insurance business and TIA Solution.

Why upgrade?

Expand your business and get access to new features and sales channels as well as new and improved functionality.

Improve cost-efficiency with automation tools and new and improved features, designed and built to speed up your insurance business.

Reduce risk by future-proofing your TIA Solution, staying close to TIA Core and maintaining the ability to upgrade.

Stay on the upgrade path and support the standard solution philosophy and keep future upgrades simple.

Why involve Professional Services?

Professional Services provide a detailed view of the business and technical benefits of an upgrade to the newest version of TIA Solution. TIA's business advisor works in collaboration with clients to figure out the best business option; this may be upgrading now, waiting for a future release, or not upgrading at all.

TIA has conducted dozens of upgrades and has a unique insight from projects across the community which is brought to all future upgrades.

Professional Services upgrade tools:

- A tangible TO DO list
- Pre-upgrade assessment
- Automate post-upgrade validation

Reduce the risk of upgrading and ensure Quality Assurance throughout the technical upgrade or expansion process including technical guidance and post-upgrade support.

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

- Health Check
- Upgrade Services
- Quality Assurance
- Implementation Help
- Add On Tools
- Customer Driven Enhancements (CDEs)

Contact us:

professionalservices@tia.dk

TIA Technology A/S
Bredevej 2
DK-2830 Virum
Denmark
T +45 7022 7620
F +45 7022 7621
W tiatechnology.com
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The upgrade process

Form a business case

Gap analysis: Map customer business and technical requirements to TIA enhancements, considering current and future TIA releases

Quantify the value: A TIA Business Advisor helps build the case: Value before upgrade VS. Value after upgrade.

Identify main drivers for business case

- Speed to market
- Effective acquisition
- Optimized claims
- Lowered cost

Pre-upgrade analysis

TIA Upgrade Assessment (TUA): A tool that automatically runs through the current TIA version and lists potential issues, errors, warnings, and a TO DO list of the required effort for upgrading.

Health Check: Report listing recommendations and actions with short, medium and long term outlook which are then classified and prioritized for the upgrade plan.

Analysis of new TIA version: New and added functionality reviewed to ensure best possible match between business needs and the TIA Solution.

Upgrade execution

Merge code - Apply customizations to previous version code

Upgrade - Running appropriate scripts

Post upgrade configuration - E.g. functional authorization

Post upgrade data validation.

A simple technical upgrade can be done in less than a month excluding testing, while a complex upgrade can take up to 9-12 months. Once a TIA Upgrade Assessment has been made, a better idea of time and cost can be made.

