

MotoVantage live in South Africa

29 August 2019

We are excited to announce that our latest customer in South Africa, MotoVantage, went live with the Tia solution in July 2019.

In order to sustain their appetite for growth a strategic priority for MotoVantage was to establish a common organisational culture that drives operational efficiencies, improves customer service and reduces costs. In order to efficiently and effectively execute and deliver its business strategies, they needed to integrate and align different companies under the MotoVantage brand into a single operating entity both from a sales and a back office administration point of view.

Why Tia?

The Tia solution was chosen from a number of alternatives they considered as the most suitable platform to enable this consolidation initiative but also to run an effective centralised policy and claims administration operation. Consolidating legacy solutions onto Tia provides a single insurance platform for digital and automated processes. It enables a more agile operation, with faster time to market for new products, improved management of distribution channels, enhanced claims processes and easy and seamless integrations with on-premise and external partner systems.

The implementation project

The Tia implementation delivered is running on the latest release of the 7-track and includes support for distribution through vehicle dealer point of sale, telesales and 3rd party distributors such as other insurance companies, banks, vehicle tracking companies, etc.

Phase I of the project that went live 15 July 2019 allowed for the sales of new business for Service & Maintenance as well as Warranty type products with the full book of business to be migrated from the legacy system onto to Tia in September 2019. Phase II will add Scratch & Dent to the available products closely followed by VAPS (value added products) which is a brand-new initiative.

This joint MotoVantage and Tia team delivery is the first implementation fully guided by the Tia Implementation Methodology (TIM) which is based on Tia's best practices and global industry standards. We are happy to hear from MotoVantage that they think this is a valuable approach that helps to ensure a successful project delivery and maximize return on the Tia solution investment.

Solution benefits

By combining, standardising and simplifying the policy and claims administration operations (structure, functions and processes) onto the Tia platform, significant business value is unlocked. MotoVantage expects to achieve greatly enhanced operational efficiencies, improved staff productivity, as well as a significant reduction in operating costs and overheads.

Through the Tia installation, MotoVantage will benefit from data transparency for enhanced management insight and effective decision making, and a strong support tool for evolving customer needs and demands as a result. Improved communication between departments will also provide a single view of the customer – with the end goal of enhancing customer service and experience.

For more information please reach out to Andrius Tubelevicius, Director, Professional Services, at atu@tiatechnology.com.