FutureAgile

CREATE THE FUTURE OF COMPANIES

INSURANCE SECTOR CASE STUDY

Agile Transformation Story

BENEFITS

- Increased adaptability and responding any urgent demands form customer and regulatory authorities
- Customer happiness increased
- Employee engagement increased
- Simple, up to date and easy configurable systems created

CHALLANGES

- Insurance sector has lots of players and competition is strong
- Customers wants to price advantages with high quality services otherwise can shift to other companies easily
- Agents are main sales channel and want to have flexible services, products and systems
- Digitalization is the key to adapt whole market dynamics and customer expectation
- Legacy organization has strong silos

SOLUTIONS

- Being pioneer of lots of new products and services with increasing time to market
- Organization is reshaped with Customer centricity and Customer oriented Value Streams accordingly
- New services, products and cross functional teams are created to close customer expectation immediately
- From legacy monolog system to new generation systems service-based system are developed.
- Agents had adoptable, easy to configurable products and services
- Digitalization focus Agile Business Unit formed and created Digital Insurance platforms with 2x speed
- Employees had opportunities to be decision maker, empowered and take responsibilities as a team
- In a nutshell Strategy to Execution linked with Agile way of thinking and way of working

Allianz

Allianz, one of the strongest insurance and finance groups in the world, serves more than 122 million customers with more than 159 thousand employees in more than 70 countries. Allianz Group, which is among the world's largest asset management companies with approximately 1.635 billion euros under management, operates in Turkey with Allianz Trade, Allianz Partners and Allianz Turkey.