

The Data to Digital Journey

Hexaware Investor & Analyst Meet, Mumbai

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August 3rd, 2017



Agenda

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Belfius Insurance

2

IT Challenges for Belfius Insurance

3

SHERPA Program - Digital, Data, Processes

4

Hexaware – IT Partner

5

Our Journey with Hexaware

6

Innovation Areas

7

Conclusion

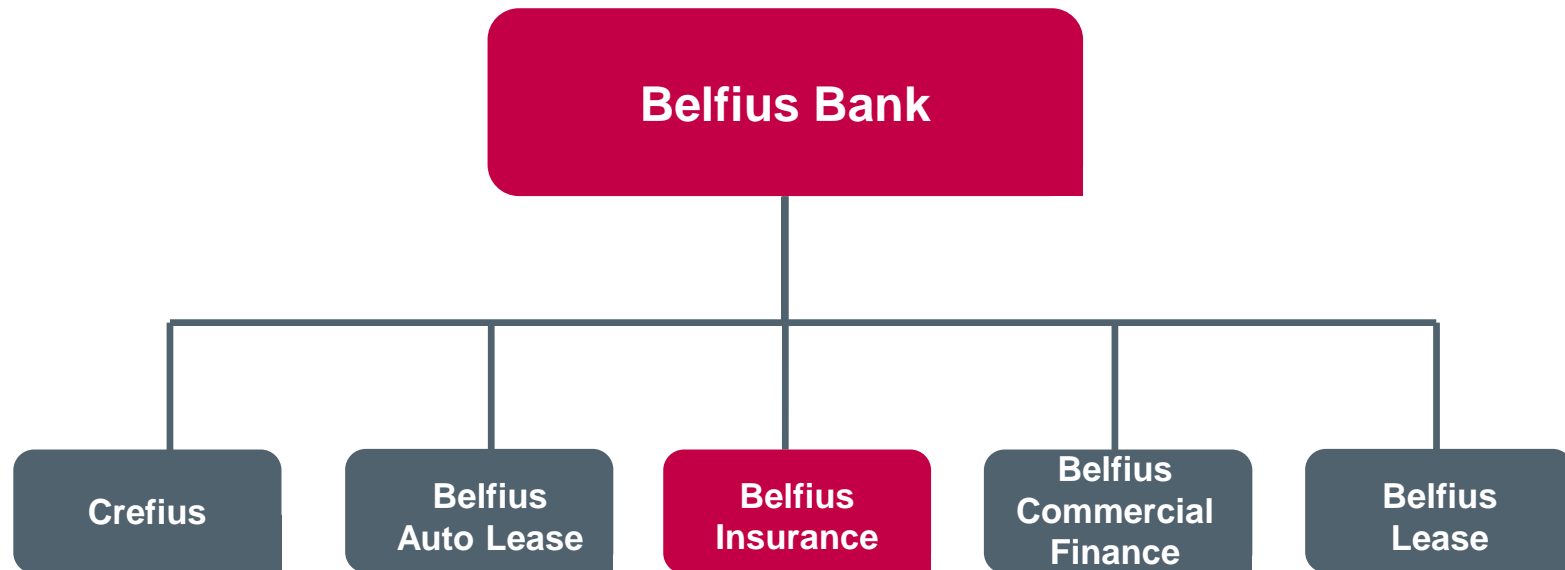


A daughter company of Belfius Bank

Belfius Bank is in the retail Top 3 in Belgium and Leader in the Public Sector

Belfius Insurance

1



Belfius Insurance activities in 2016

Belfius Insurance

1

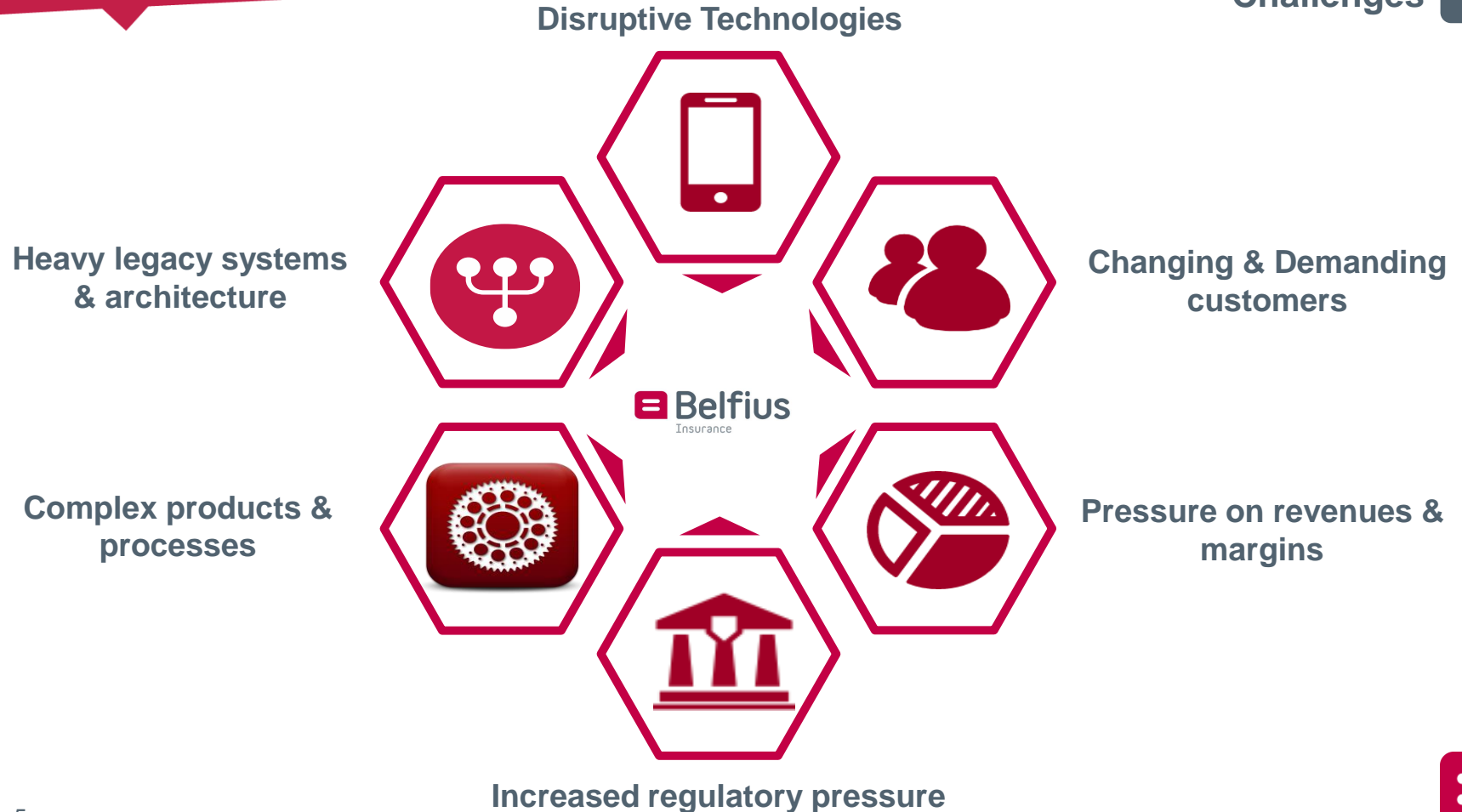
Our company	Insurance Non-Life	Insurance Life
5th Insurer in Belgium	€ 638 Million Gross Written Premium	€ 888 Million Gross Written Premium
	554.471 Insured vehicles	
1.377 Employees	559.083 Insured homes	5th Insurer Life Retail
€ 23 Billion Balance Sheet		€ 13,7 Billion Reserves Branch-21/26
4 Distribution Channels	1.708.896 Policies Non-Life	€ 2,2 Billion Reserves Branch-23



Challenges for Belfius Insurance

Our traditional insurance model is being challenged on multiple areas

Challenges 2



Challenges for Belfius Insurance

Our particular IT challenges...

Challenges

2

Create a **Digital** environment for our customers

Implementation of a package for all Non-Life products (Sherpa)

Implementation of a package for Life Group

Prepare the future Life Retail Platform (own development)

Create a **Digital** environment for our employees

Setup of the Belfius Way of Working Platform

Industrialize **RPA** and explore newer areas of innovation

Further develop and industrialize **Test Competence Center**

...

Facing significant (r)evolutions in our architecture and infrastructure



Focus on SHERPA

An expedition towards new insurance models for Non-Life

SHERPA

3

To **S**atisfy our customers through **H**armonization of our processes, and by **E**xcelling in our services
through **R**ationalization of our **P**roducts and **A**dopting to the tool

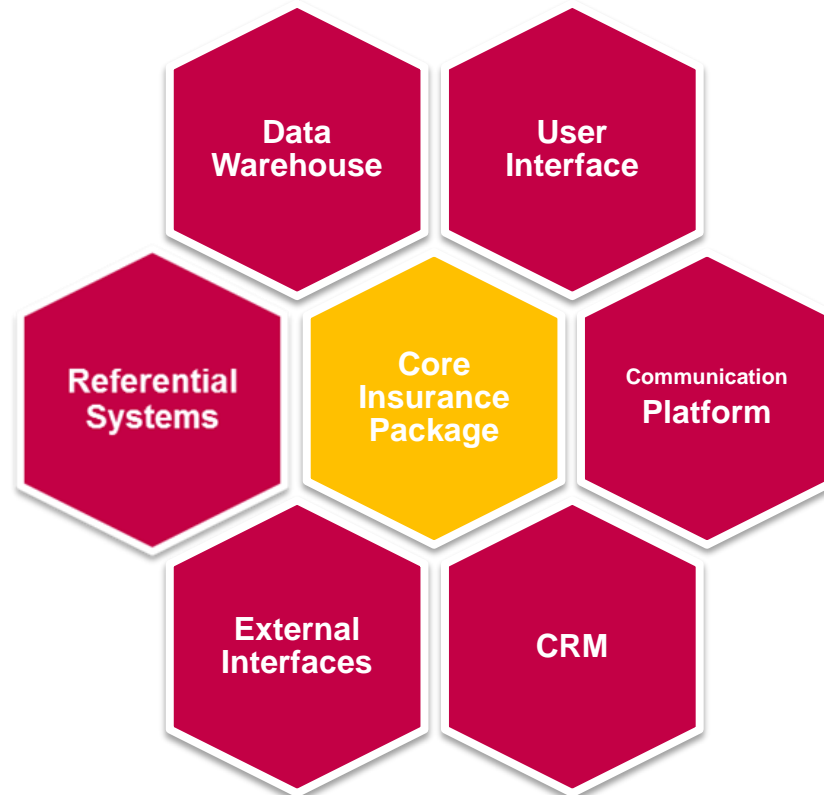


Focus on SHERPA

A real-time integrated end-to-end architecture guaranteeing operational excellence and enabling our digital ambitions

SHERPA 3

Based on group standards for digital front-end, documents & CRM, but keeping an assembly-over-built approach



- ✓ Real time
- ✓ Integrated
- ✓ Bank Insurance
- ✓ End-to-end
- ✓ Multi-channel
- ✓ Multi-device
- ✓ Multi-language
- ✓ Multi-branding
- ✓ Quote → dunning
- ✓ Mainframe → Linux
- ✓ 7 systems → 1

Our Partners in SHERPA

IT Infrastructure Provider



Peripherals Providers



Non-life Package Provider



Strategic IT Partner



HEXAWARE



Hexaware as our Strategic IT Partner in SHERPA

Hexaware was chosen as integration partner because of its large potential to help in a number of areas within the SHERPA program

IT Partner 4



The Olympic Minimum

The known minimum requirements to get business at Belfius Insurance

Our journey with Hexaware

5



In addition to the 5 basic minimum values...

- Propose innovative solutions that help us minimize our costs and increase operational efficiency.
- Specialized key resources in understanding our business and expectations.



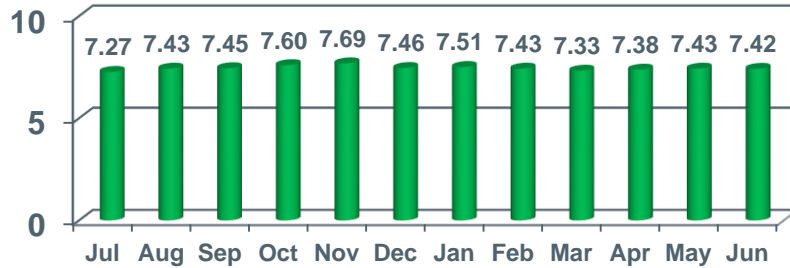
Hexaware Engagement

Focus on Customer Satisfaction Survey

Our journey with Hexaware

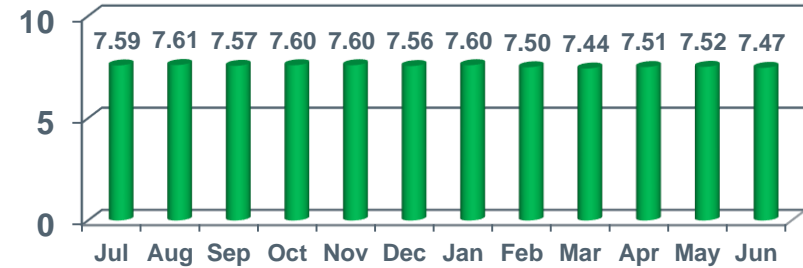
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High Satisfaction on Delivery Quality



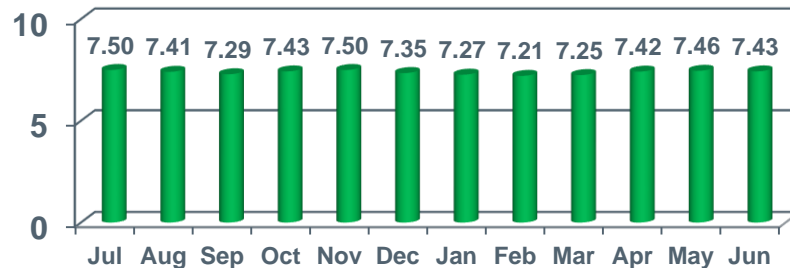
Delivery Quality Survey Results Summary

Globally high & stable Resourcing score



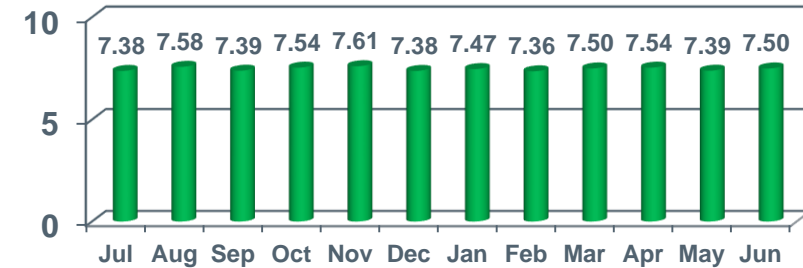
Resourcing Survey Results Summary

Stable Project Management score



Project Management Survey Results Summary

Constant High Service attitude



Service Attitude Survey Results Summary



Hexaware Engagement Improvement Project

Why & Improvement Streams

Our journey with Hexaware **5**

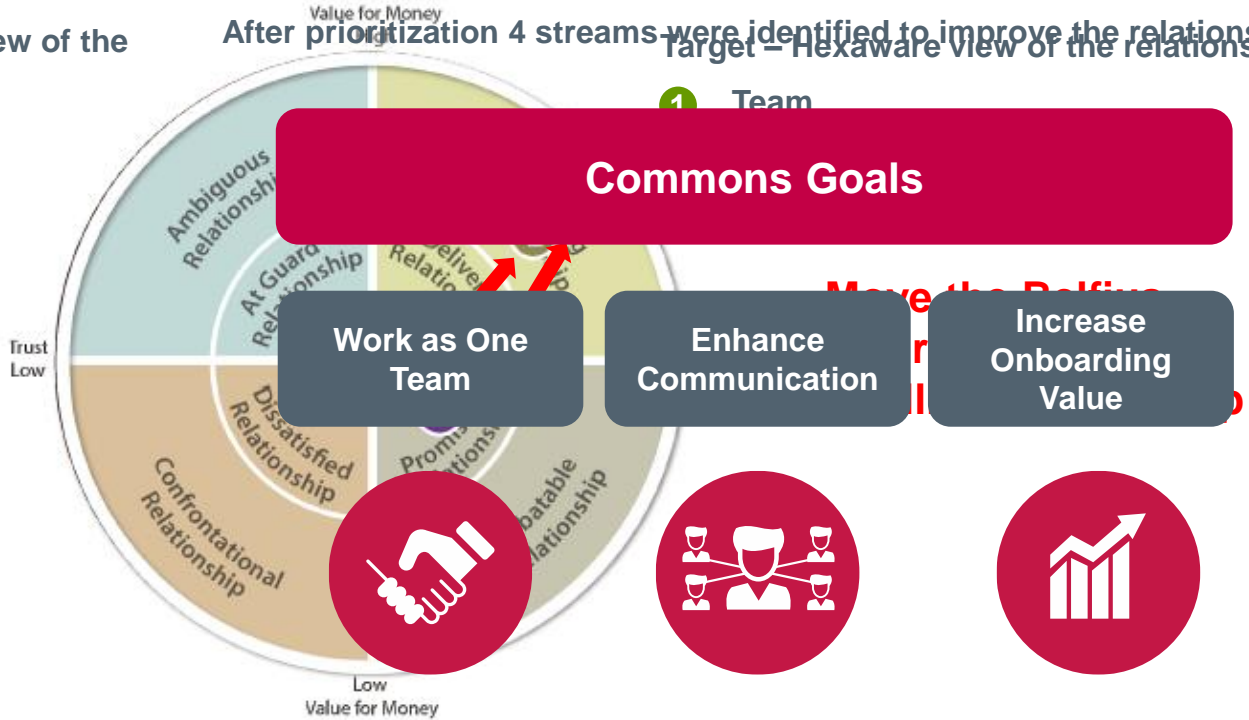
360* Relationship Gap Analysis to map the starting point and the target situation

Starting point – Belfius Insurance view of the relationship

- 1 Team
- 2 Management

After prioritization 4 streams were identified to improve the relationship

Target – Hexaware View of the relationship



- Hexaware has a **higher positive** view than Belfius Insurance (common)
- Current starting point is **positive** both in value and trust

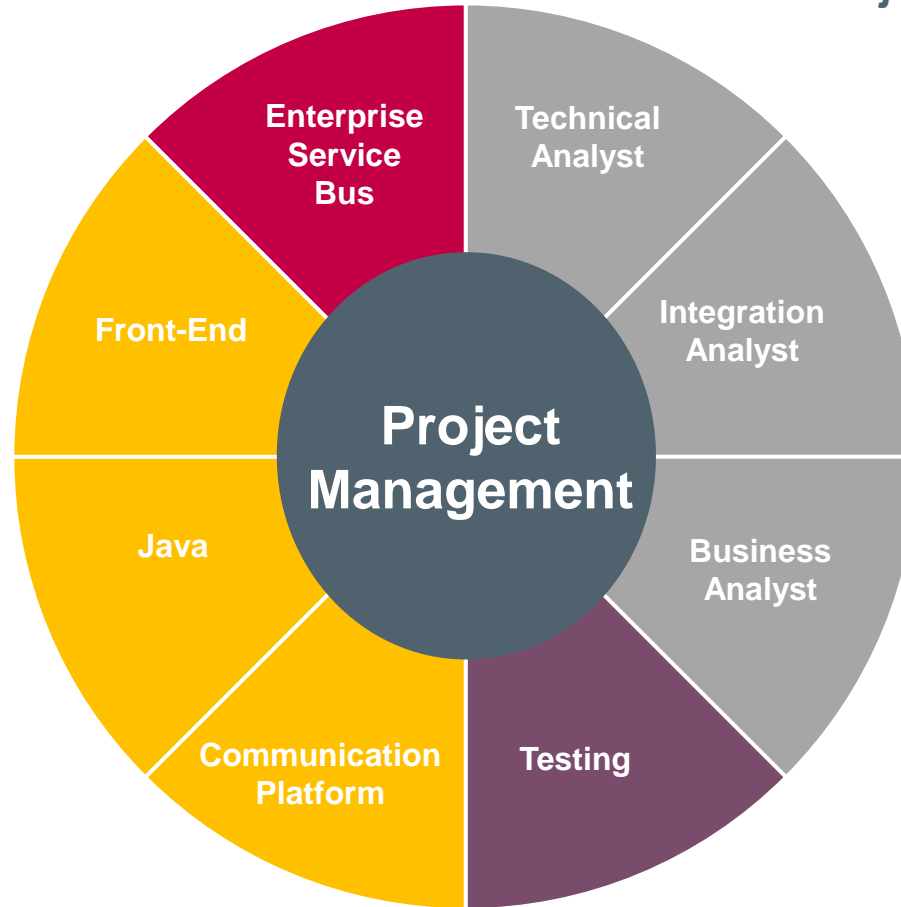


Hexaware's Implemented Model for Digital Projects

Cross-skilled & Integrated Team for Digital Success

Our journey with Hexaware

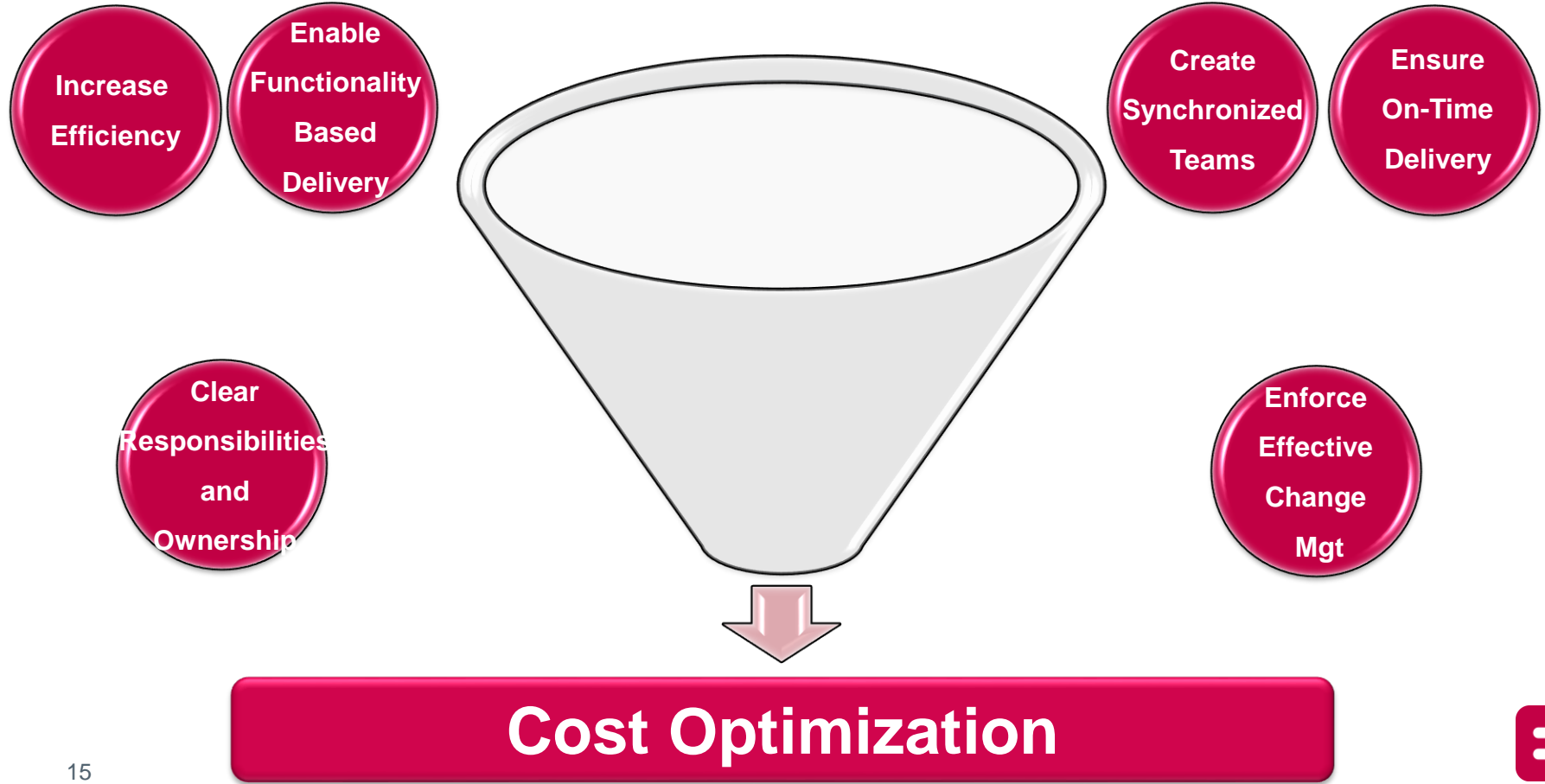
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Definite Benefits of the New Working Model

Increased Efficiency & Cost Optimization

Our journey with Hexaware **5**



Hexaware partners with us in our quest for innovation

In addition to RPA, we are jointly exploring future possibilities in various areas

Innovation Areas

6



Robotic Process Automation

New areas of innovation



Big Data



Chatbots



Internet of Things



Blockchain



Customer Centricity



Ecosystem



the quest continues...



Supporting our Digital Transformation

From a Reactive Problem Solver

EVOLUTION



Towards a Mature Business Enabler





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