

A Shared Value Insurance Company in South Africa

Case study



WE HAVE GROWN TOGETHER SINCE 2007



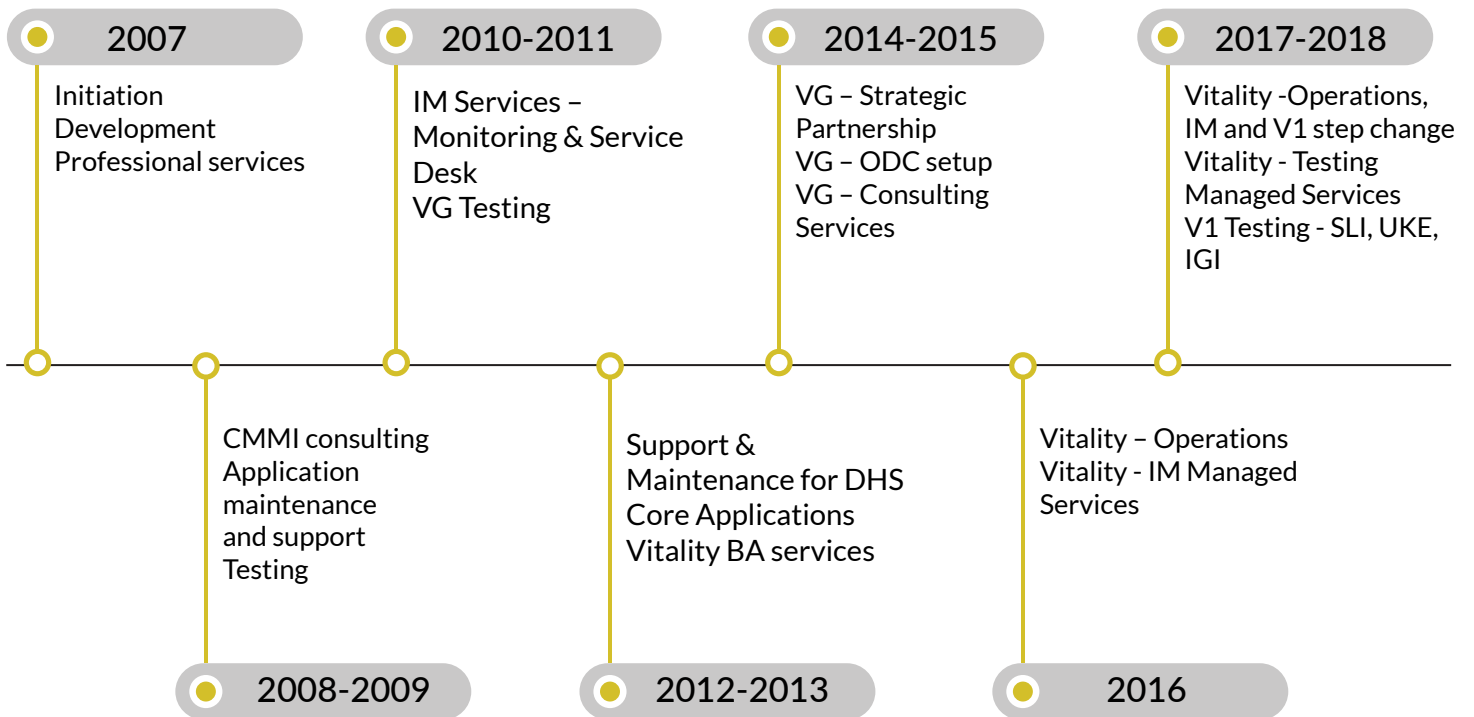
10+ years
of partnership



230+
offshore associates

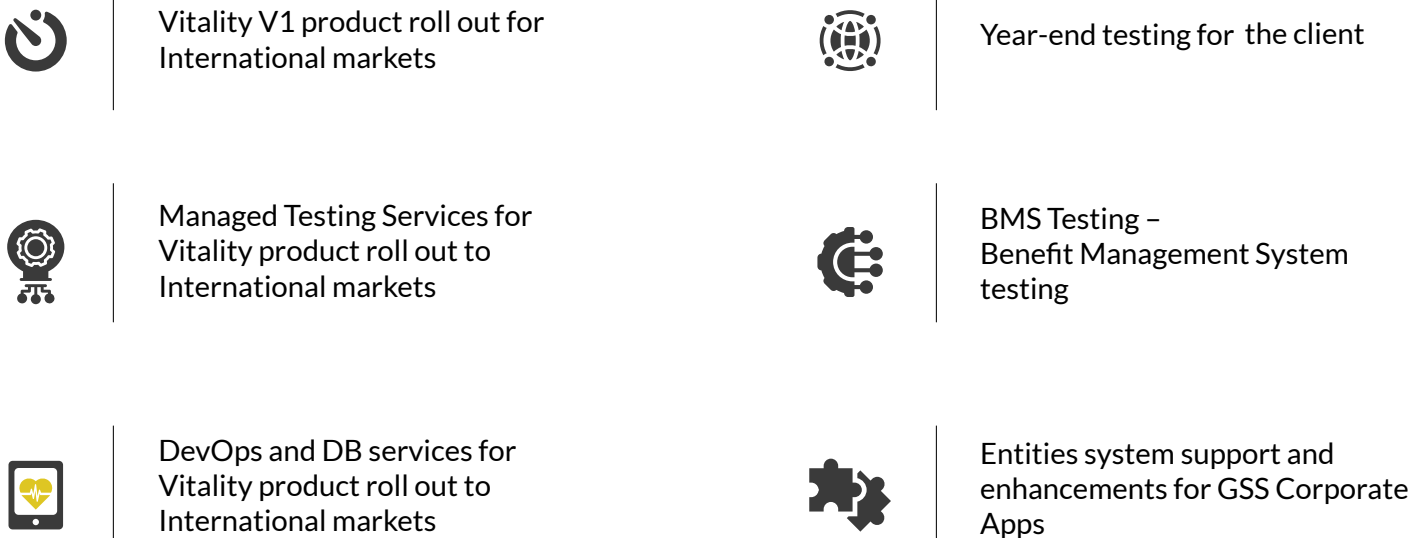
ZENSAR IS STRATEGICALLY ALIGNED WITH KEY ROLLOUTS ACROSS THE CLIENT'S PARTNERS

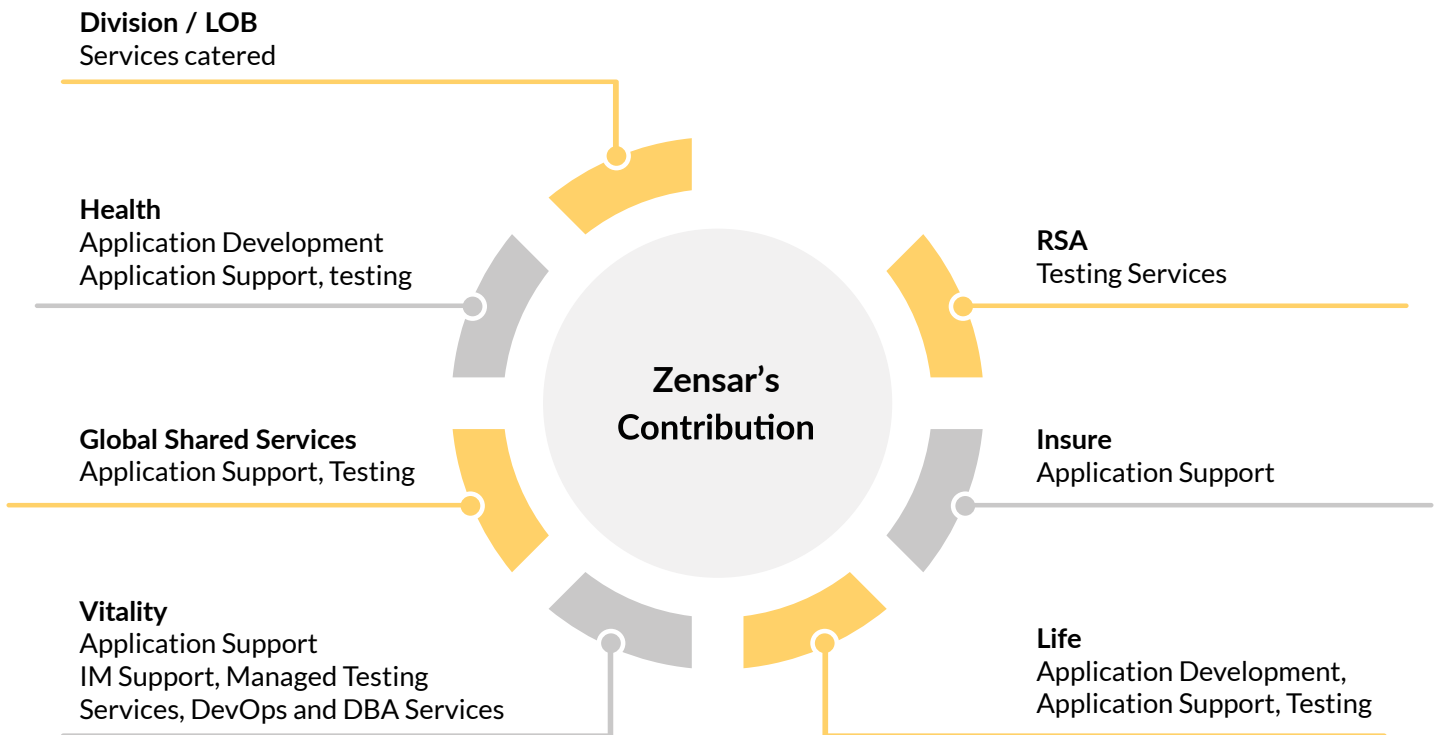
KEY MILESTONES THROUGH THE YEARS



LANDMARK EVENTS IN OUR STORY SO FAR..

Key Strategic Projects





Value Delivered

- 30% Cost Reduction
- Improved Operational Efficiency
- Accelerated Time to Market
- Increased Customer Engagement
- Overall Business Growth

Operational Excellence

- 24 x 7 IM Support and 24 x 5 Weekend standby
- 95% average SLA compliance
- 4.5 average CSAT

HEAR THE CUSTOMER SPEAK

“ Zensar has grown into a major IT partner for providing services such as support, maintenance, development, monitoring and value-added services such as automation testing, mobile testing, test consulting, process consulting and infrastructure consulting. Zensar’s testing service has been a major contributor to the successful launch of a variety of services globally. ”

The Zensar logo features the word "zensar" in a bold, lowercase, sans-serif font. The letter "z" is significantly larger and more prominent than the other letters. The background of the slide includes faint, light blue geometric shapes: a large semi-circle at the top, a horizontal line, and a vertical line intersecting at the center of the semi-circle's base.

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: velocity@zensar.com | www.zensar.com