

Using technology to generate operational efficiencies

Tony Klim, Group CEO, Bravura Solutions

“Giving your platform wings”, Altus, 19 September 2018

financial software
solutions that deliver

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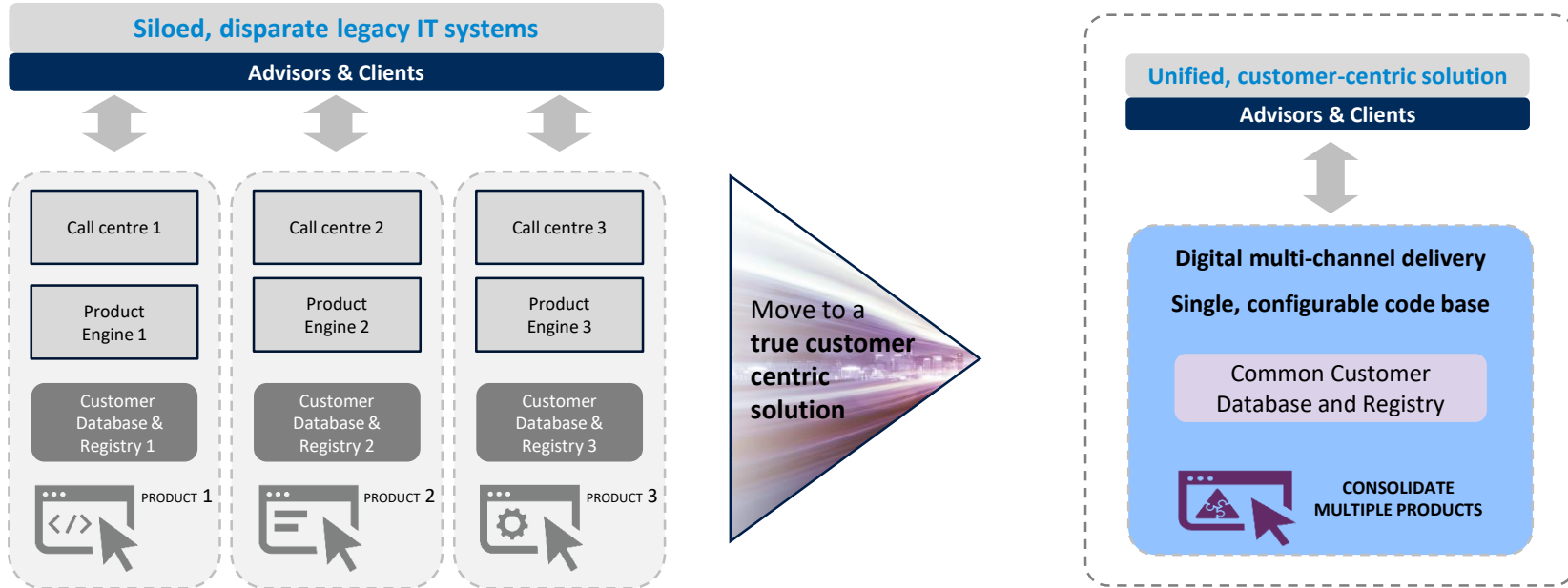
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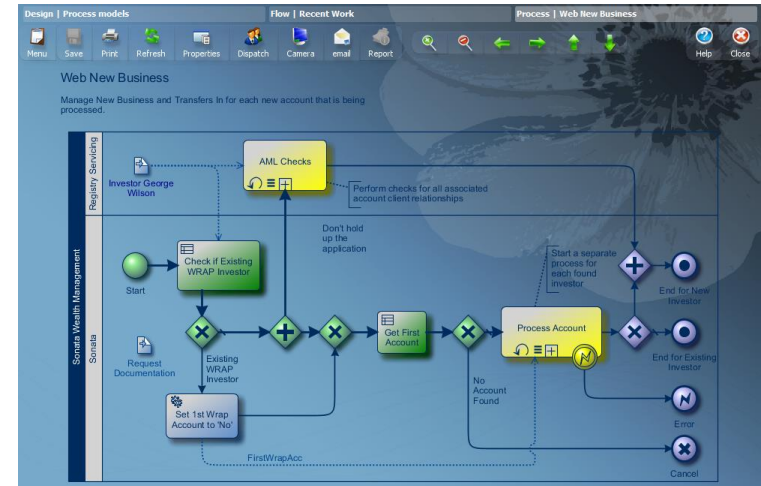
Make full use of the infrastructure



Rethink the operating model...

...and build differently. Operational efficiency is at the heart of any process management or workflow system

- > Allow operational staff to focus on “value add”
- > Repetitive tasks automated – STP
- > Produce metrics to inform decisions and track productivity
- > Processes to be streamlined – reducing waste
- > Controlled decentralisation of work
- > Manage increased workloads effectively with current workforce
- > Quality checking to ensure that high value or high risk transactional processes are completed correctly first time – reducing rework and operational or financial risk and reputational damages



Case study



Able to administer over 1.1m accounts, across 144 complex, modern and legacy products



Consolidated 3+ PAS and other systems into 1 with large cost savings



Went from 8,500 policies per customer service officer to 30,000



40% cost reduction
Return on Investment in under 3 years



Resolution of client enquiries improved 80%

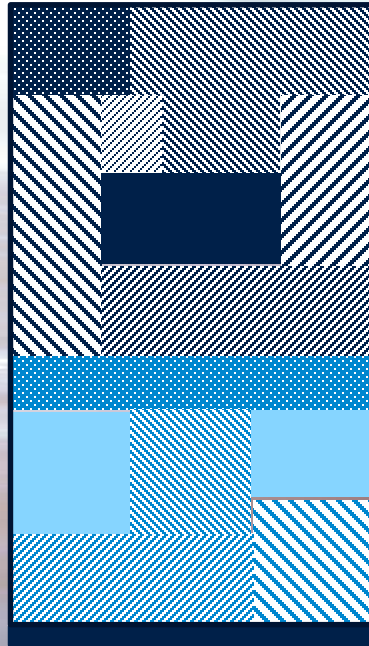


Rapid deployment of new products

“Since launching our new platform we’ve launched 13 products in two years. Technology has allowed us to be agile, and to test and learn without incurring high costs”.

“

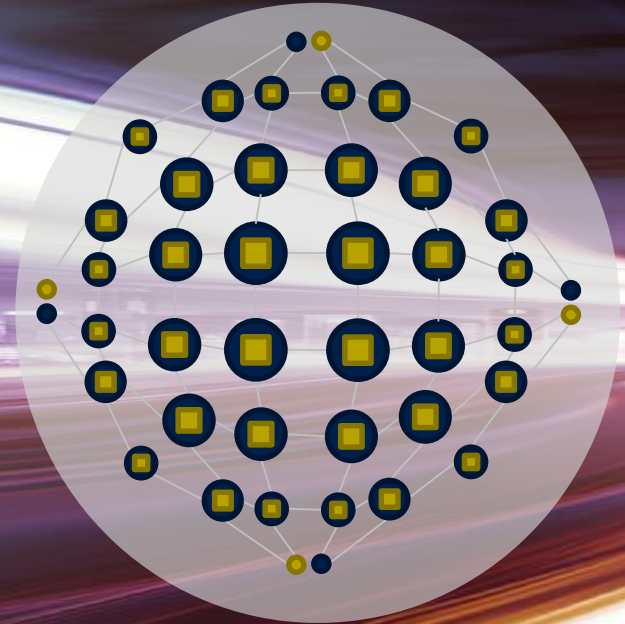
Build differently – from ‘monolith’ to ‘microservices’



- 1 Agile product and service development
- 2 Deliver meaningful capabilities to clients
- 3 Reduce complexity of IT
- 4 Greater availability, stability and scalability of proposition
- 5 Flexibility to design unique services

Focus on what you're best at

Link with best of breed



Buy into an evolving product

- > Ongoing development and evolution through a monthly software release cycle
- > Benefit from shared, global investment
- > Learn “best practice” from peers
- > Control over software development direction
- > Service Orientated Architecture and web services

Do you really need to outsource?

SaaS/Cloud



Move to digital



Automation



Thank you



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