

How Triglav transformed insurance operations across 6 countries with AdInsure

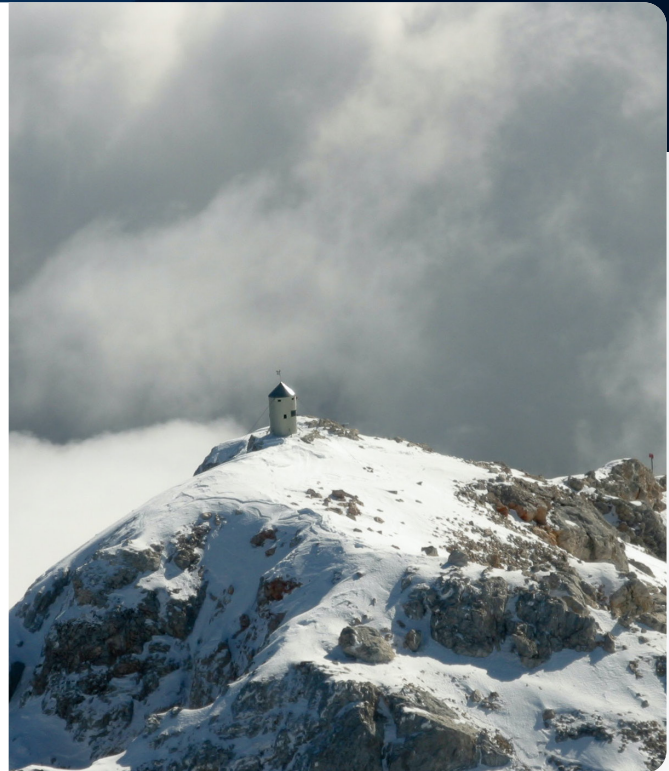


AT A GLANCE

Triglav Group

Triglav Group is the leading insurance-financial group in Slovenia and in the Adriatic region, as well as one of the largest groups in South-East Europe. The group operates in seven markets in six countries and employs over 5,300 insurance experts on a mission to build a safer future.

| | | |
|---------------|--------------|------------|
| NON-LIFE | HEALTH | LIFE |
| REINSURANCE | PENSION | |
| SLOVENIA | CROATIA | SERBIA |
| BOSNIA | MACEDONIA | MONTENEGRO |
| 1,184.2 M GWP | 5K EMPLOYEES | |



ADACTA & TRIGLAV

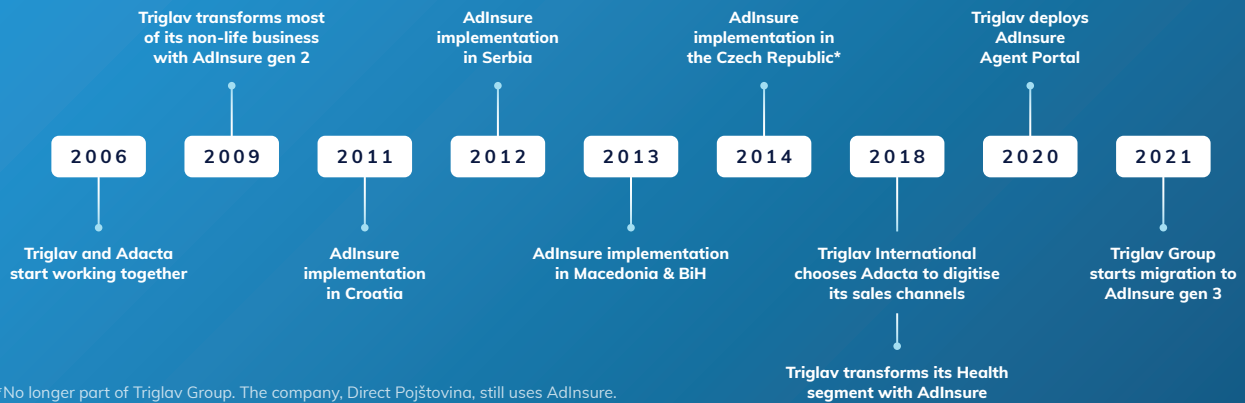
Long-standing partnership

Triglav partnered with Adacta in 2006. The two companies connected over a shared vision of building a modern and flexible insurance platform. The solution built at the time was based on AdInsure generation 2 concept and turned the one-off project into a strategic relationship between Adacta and Triglav Group.

Today, AdInsure generation 2 powers Triglav operations in 5 different countries.

In late 2020, the two companies signed an agreement to upgrade and roll-out the latest AdInsure generation 3 across the Triglav Group for all lines of businesses.

Partnership milestones



2008

Triglav transforms its non-life business with AdInsure

SLOVENIA

In 2009, Triglav and Adacta completed their first AdInsure non-life implementation.

The new platform modernised, standardised, and streamlined the company's processes, enabling its teams to work smarter, launch faster, and provide modern customer experiences.

The important part of the implementation at that time was a centralisation of IT across Slovenia.



2011-2014

Triglav chooses AdInsure as the group's non-life solution

BOSNIA

CROATIA

SERBIA

MACEDONIA

Successful AdInsure implementation and tangible results encouraged Triglav Group to choose AdInsure generation 2 for its non-life business line across the entire group. In less than 4 years, Adacta and Triglav implemented the new solution in 5 additional countries (the Czech Republic subsidiary was later acquired by Direct Poštovna).

2018

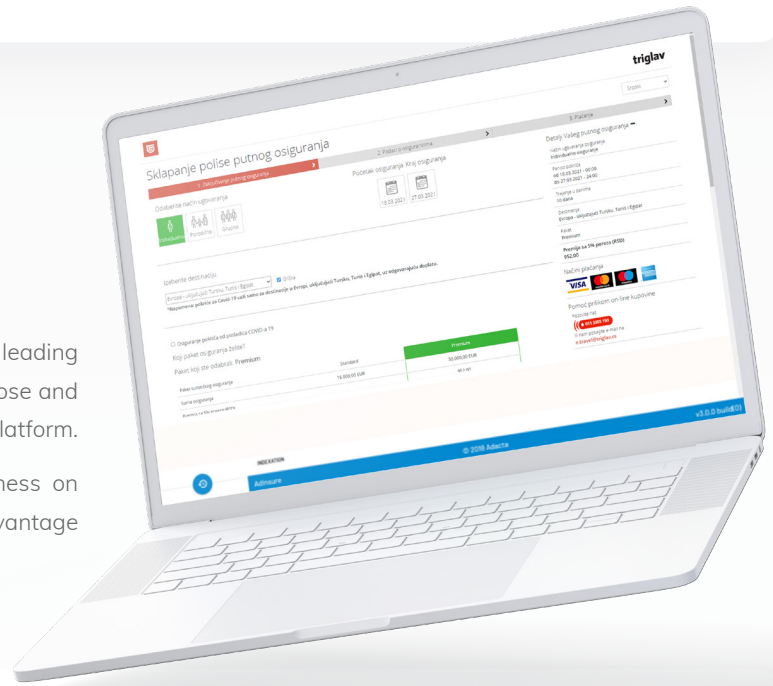
Triglav selects Adacta to build its sales portals

B2C PORTAL

Focused on online travel policy issues, the e-TINT B2C portal successfully optimised and standardised the digital user experience throughout the region and today generates new clients and revenue even after insurers leave the office.

B2B PORTAL

Simultaneously, the two companies worked on the i-TINT B2B portal to empower Triglav's internal sales force and improve the collaboration with its partners.



2018

Triglav transforms its Health segment with AdInsure

HEALTH

Triglav Zdravstvena Zavarovalnica (TZZ) is the leading health insurer in Slovenia. In 2018, the company chose and implemented AdInsure generation 2 as its insurance platform.

Ever since, TZZ has been running its entire business on AdInsure and has gained additional competitive advantage in the market.

2020

Triglav deploys AdInsure Agent Portal

NON-LIFE

HEALTH

LIFE

To enhance and simplify the experience for its banking channel partners and consolidate its bancassurance on a single digital sales platform, Triglav decided to implement AdInsure Agent Portal. Zavarovalnica Triglav now provides enhanced, completely transformed, and fully digital bancassurance channels to its partner network selling its life, non-life, and health products. Triglav Group will implement the solution in all subsidiaries, making AdInsure Agent Portal the main sales tool for the entire group.

About Adacta

Adacta is a leading software provider for the insurance industry. Its insurance platform – AdInsure – provides insurance organizations a future-proof way to streamline their operations and processes. The mission is simple: Empower tomorrow's industry leaders to realize their potential through technology. AdInsure has earned recognition from leading research firms, featuring in reports by Gartner, Celent, ISG, and Everest Group, and is praised by clients for enabling faster time to market, improved user experience, and enhanced operational efficiency.