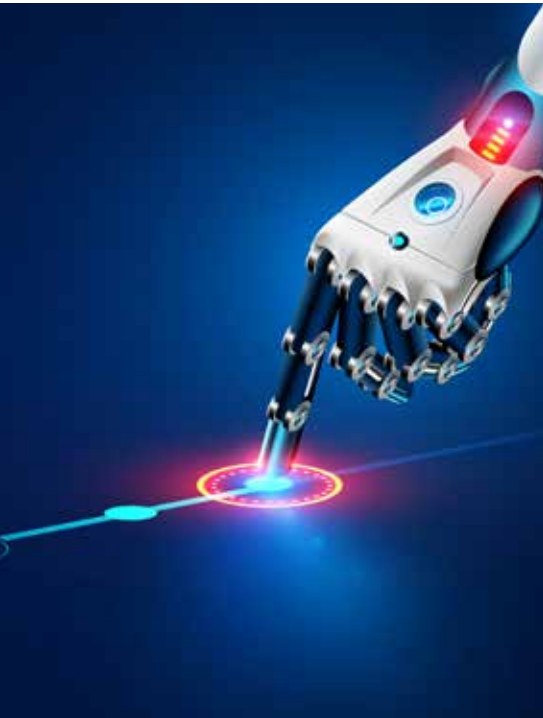


## Digitalization in Employee Applications

**Türkiye Sigorta aims to foster the satisfaction of the employees, distribution channel personnel and end-user customer by switching to projects and practices that prioritize operational efficiency.**



Türkiye Sigorta continues to deploy its end-to-end digitalization plans. It aims to foster the satisfaction of the employees, distribution channel personnel and end-user customer by switching to projects and practices that prioritize operational efficiency. As part of the digital transformation journey, the RPA project was initiated in order to reduce operational costs, increase efficiency, reduce error rates, and give companies the opportunity to guide their employees to value-added tasks.

### **Robotic Process Automation (RPA)**

In order to provide digital solutions to its customers and to proceed its operations with advanced technological infrastructures, Türkiye Sigorta has taken it upon itself to ensure that its employees carry out more value-added tasks and constantly increase productivity by persistently improving its business manner.

Technology is also continuously monitored, and the opportunities that technology provides to the Company are incorporated into its processes. Customers will continue to be served more swiftly as a result of the adoption technologies such as Robotic Process Automation (RPA), OCR, and so on.

It is aimed to provide saving from time and cost by imitating processes with RPA technology to automate well-defined manual operations with clear rules, and by finalizing the process more quickly.

Priorities were determined by reviewing the damage, legal, health and operational processes, and analyzes were generated for the business processes assessed within the scope of RPA.

### **Armada Business Intelligence**

The Agency Channel Production Monitoring screens in Armada were thoroughly updated, a front panel was created where the Regional Sales Management can easily monitor KPIs, and all KPIs used in sales management were integrated into the system and optimized.

The Agency Scorecard was revised, agency visit documents were standardized, and the preparatory process for agency visits was shortened. The necessary parameters of the agency such as Production, Offer, Protocol Status, Renewal are made to be printed on a single page within a minute.

### **New Practice in Assessing Employee Performance**

The new generation (Objective and Key Results-OKR) performance application installation project was finalized in 2022 in order to manage the employee performance assessment process in a more transparent, open to continuous feedback and feedforward, capable of instantaneous targeting and assessment, and supportive of the company's objectives manner. The application will be ready for usage in 2023.

# Digitalization in Employee Applications

Customers are to be served faster with **Robotic Process Automation.**

## Document Management System (DMS)

Türkiye Sigorta has taken steps to implement DMS in order to serve the purpose of presenting insurance products and services in practical, comprehensible and accessible formats.

The goal of this system is to safeguard the continuity of corporate culture and to contact customers in a sustainable manner through the use of digital technologies. In this framework, the project phases were set, a road map was created, and the internal and external stakeholders who would accompany the Company on this journey were identified.

## Process and Document Review

Within the framework of adopting the digital transformation approach in all processes to perfect the customer experience, in line with the objectives of organizing business practices, changing and optimizing the necessary points, working with more efficient processes in every sense and moving from personal memory to corporate memory, in the second phase studies of the "Business Process Design Project", which was initiated in 2021, 4 main issues were addressed in 2022, and progress was made in the integration of the main outputs and interactions of the project with each other.

Within the scope of the review of the business processes along with associated documents conducted with the vision of identifying operational efficiency and customer focus opportunities and complying with quality standards, the processes and relevant documents of all business units of the Company were reviewed, new processes were designed in line with the requirements, and policies and procedures were developed.

Following this study, the total number of processes drawn regarding all business processes of the Company increased to 927 and the number of documents to 247.

The system integration studies, which the company has planned to explore the facility and experience of the service it offers to both customers and business partners and which aims to measure the experience at about 100 different touch points, will also continue in 2023.

## Information Technology Applications

Being the first project in the Company to use an open source relational database (PostgreSQL), MERPOS (8 Central Provision System) was developed to provide services through a single interface to all systems within the Company that need credit card collection transactions.

With APIGW (API Gateway Project), the integration of all developed applications (Pusula, Merpos, etc.) with internal and external institutions (Bank, Agency, etc.) has been ensured to be redundantly transferred over a centrally secure structure. As a result, compliance with information security regulations has been simpler, easier, and more traceable.

## Year 2023...

In 2023, transition to Integrated Enterprise Resource Planning (ERP) Project will be enabled for Human Resources Personnel Affairs, Payroll, Recruitment, Talent Management and Training Modules.

The objective for the year 2023 is to install the ISO 22301 Business Continuity Management System and develop the required business continuity plans.