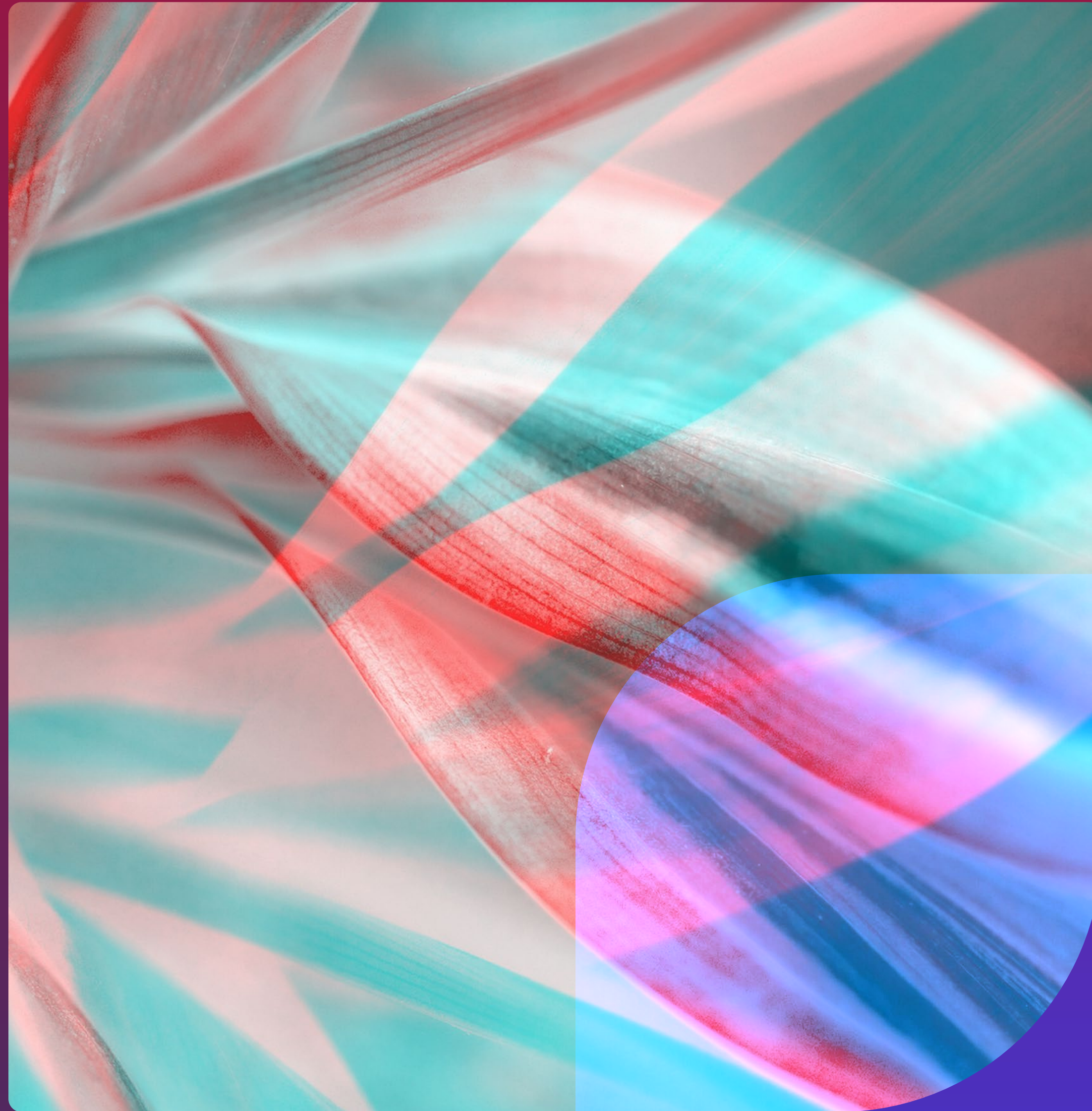




## **UNIQA relies on the complete solution msg.Insurance Suite to modernise its IT landscape**

Fully integrated platform with uniform cross systems  
for life and non-life insurance





UNIQA Insurance Group AG, Austria's second-largest insurance group, has successfully pressed on with the modernisation of its IT landscape together with IBM Österreich GmbH as general contractor and msg insur:it. The company relies on the complete solution msg.Insurance Suite as a holistic, E2E-integrated platform for all insurance segments.

In the life business, all new private business has been handled by msg.Insurance Suite since the start of 2021. Another significant milestone was reached in July 2022: the successful migration of 195,618 life insurance policies, including all relevant cross system data, to the platform.

In the first quarter of 2023, the platform was expanded to include non-life insurance with the integration of msg.P&C Factory (portfolio and claims). Since March 2023, all new non-life and liability business has been handled by msg.Insurance Suite. The private accident segment will follow in June 2023 and the vehicle (private) segment in mid-2024.

As a result, msg.Insurance Suite with the policy administration systems msg.Life Factory and msg.P&C Factory, including uniform cross systems, is now operational for a single customer for the first time.



## ● Reduce complexity by modernising the IT landscape

Like many large insurers, UNIQA has its roots in several insurance companies. The result is a heterogeneous application landscape with a multitude of applications and different systems. Many of these systems are based on technologies that require greater effort and expense to maintain. In addition, regulatory requirements must always be implemented in several systems at the same time and in a coordinated manner, which leads to great complexity.

The systems and components used by UNIQA have been in use for a long time and have reached the end of their life cycle. Managing this IT landscape that has developed over time is time-consuming and cost-intensive. UNIQA focuses on mapping products and features more efficiently and advancing innovative processes more intensively. At the same time, the technical conditions must be created to establish an agile and stable IT infrastructure that can be quickly and easily adapted to changing customer needs and market requirements.

### **msg.Insurance Suite as the central foundation of IT transformation**

UNIQA relies on the all-segment system msg.Insurance Suite to modernise its IT landscape comprehensively. The state-of-the-art standard software enables fully digitised insurance operations and ensures maximum stability and security during ongoing operations. msg.Insurance Suite enables insurers to pick up on new market trends, incorporate them into product development and set themselves apart from the competition with a fast time-to-market.

## ● All core and cross systems ○ from a single source

In 2015 and 2016, UNIQA evaluated several standard solutions and also considered the possibility of in-house development. Ultimately, the decision was made in favour of msg.Insurance Suite. 'With msg.Insurance Suite, we have received a state-of-the-art complete solution that provides all core and cross systems from a single source as part of a comprehensive platform strategy', says Dr Erik Leyers, member of the Executive Board of UNIQA, explaining the decision. 'With its professional scope and high degree of automation, the system impressed us from the outset and met our expectations for standard software', adds Dipl.-Math. Christian Singer, overall project manager for life insurance at UNIQA.

### **Project kicks off with implementation of the life segment**

As part of the project, life policy management and the associated cross systems were first implemented in msg.Insurance Suite. In the past, UNIQA's life insurance portfolios were managed in four different systems. There were also several partner, commission and collection/disbursement systems. Merging different systems on a single platform is an extremely challenging project. At the same time, the simultaneous renewal of almost all relevant components of portfolio management presents a very special challenge.

The new UNIQA platform for the life segment comprises the leading policy administration system msg.Life Factory as well as the cross systems msg.Business Partner, msg.Billing and msg.Commission. This makes it possible to manage the various product types (classic, unit-linked life insurance, company pension scheme, i-CPPI) as well as the portfolio and benefit processes extremely efficiently via a single portfolio system. Since the start of 2021, all new private life business with 300,000 policies has been successfully processed via the platform.



## ● Successful platform migration thanks to excellent preparation

Another key milestone of the project was reached in July 2022: the migration of a tranche of 195,618 life insurance contracts with all associated data (including all partner, broker, collection and commission data) to msg.Insurance Suite. Such a platform migration, i.e. the migration of data from several source systems and the associated cross systems to a new target platform, is extremely challenging and requires a multidimensional and carefully planned approach.

This makes it all the more remarkable that not a single contract had to be left in the source system, which eliminated the need for post-processing in the old system. This success was mainly due to the excellent preparation and implementation, which also reflects the excellent quality of the cooperation.

### **Expansion of the platform to include non-life insurance**

The project to implement non-life insurance with the management systems msg.P&C Factory Policy Management and msg.P&C Factory Claims began in January 2020. The high degree of pre-integration of msg.Insurance Suite enabled the non-life and liability segments to go live as early as March 2023 – the cross systems msg.Business Partner, msg.Billing and msg.Commission only had to be adapted to non-life insurance. Since then, all new business in these segments has also been handled by msg.Insurance Suite. The private accident segment will follow in June 2023 and the vehicle (private) segment in mid-2024.

Building on the life migrations, all non-life and liability contracts will be migrated from the legacy systems in September 2023. Migration for the accident segment is planned for the following quarter.

## ● High degree of automation enables fast and efficient administration

As msg.Insurance Suite is highly automated compared to legacy systems, it is now possible to complete important business transactions much faster and manage portfolios much more efficiently. For example, UNIQA has a background processing rate of 99 per cent for new business via point-of-sale systems in non-life insurance.

With msg.Insurance Suite, the insurance group is laying the foundation for next-generation policy management and setting the stage for the implementation of new, innovative product ideas as part of its life and non-life insurance strategy. 'Merging the entire life insurance portfolio into a portfolio system that is always at the cutting edge is a decisive enabler for us', says Christian Singer.

### **Success through jointly defined milestones and mutual trust**

The joint definition of project milestones was one of the success factors for the smooth and rapid implementation of the systems in msg.Insurance Suite. If anything was unclear or anyone had any questions, there was a quick and direct exchange between those involved in the project.

The excellent and productive cooperation between the technical project teams, which consisted of employees from UNIQA and msg insur:it, was characterised by trust, appreciation and great dedication. 'The high motivation of all those involved in the project and the clear focus on the common goal of adhering to the tight time frame were decisive for the successful implementation of the project', says Alois Dragovits, overall project manager for non-life, liability, accident and vehicle insurance at UNIQA. The clear commitment to msg.Insurance Suite was also a major advantage for the project.

# ● Summary

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### A basis for increasing competitiveness

For UNIQA, the further expansion of msg.Insurance Suite and the migration of all portfolios over the next few years will be the most important element of its IT transformation. In doing so, the company will create the best conditions to increase its competitiveness. The standard solution makes it possible to drive the core business forward successfully and meet changing customer needs with a modern product portfolio and new sales concepts. Thanks to modern technology, UNIQA is setting new standards in efficiency with msg.Insurance Suite. Fast product development and time-to-market are a matter of course. 'With the new IT platform, we will be able to respond quickly to promising trends in the market and offer first-class products and services that meet the high expectations of our customers, even in the digital age', explains Hans Christian Schwarz, Chief Retail Officer at UNIQA.

### Outlook

UNIQA is an important partner in the functional and technical development of msg.Insurance Suite. Within the scope of the project, further implementations for non-life insurance (commercial, industrial and art) as well as comprehensive migration projects from the various legacy systems are planned.



### About UNIQA

The UNIQA Group is one of the leading insurance companies in its core markets of Austria and Central and Eastern Europe (CEE). Around 21,000 employees and exclusive sales partners serve over 16 million customers

in 18 countries. With a market share of around 21 per cent, UNIQA is the second-largest insurance group in Austria.





## The future of insurance

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