

Driving objectives and business goals through IT

Insurers are currently confronted with a constantly changing customers, technologies, regulatory and market environment. Insurers attempting to implement business and digital transformation to cope must have a high-performance and reliable core system, IT infrastructure and teams.

Unfortunately most IT departments are overwhelmed by day-to-day tasks and putting fires down limiting the time spent on strategic business initiatives that will benefit the organization.

According to experts, shifting to a Managed Services (MSP) model not only provides the support to ensure internal IT teams operate at optimal levels but also helps solve the problem of driving objectives, meeting business goals and improving efficiencies.

Featuring the TurnQuest Managed Services

Turnkey Africa's TurnQuest Managed Services (TurnQuest MS) is designed to enable our clients handle the efficient management and operations of their TurnQuest Insurance Suite products. Through TurnQuest MS our clients gain the capabilities of an entire IT department with the expertise of seasoned professionals to deliver focused application operations to their business application users.

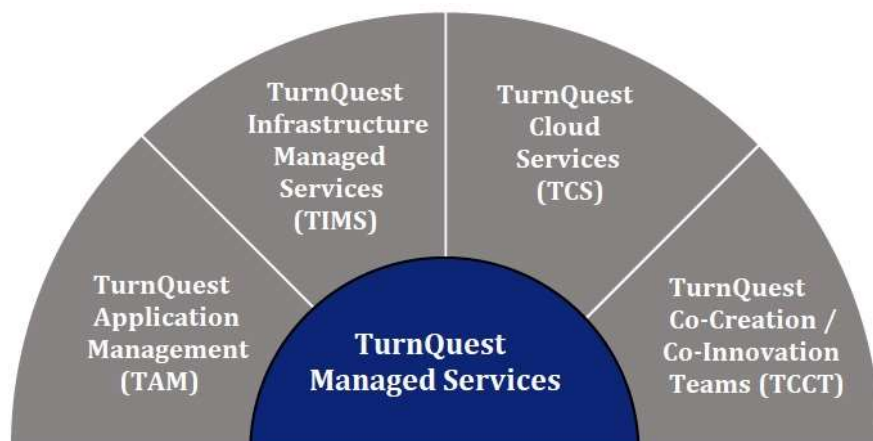
TurnQuest Managed Services enable our clients to access better support and maintenance, maximize TurnQuest products reliability, usability and ROI. With TurnQuest Managed Services our clients can now focus their resources on strategic business and IT initiatives. Our teams can manage all the daily functions associated with application and IT management.

Product Overview

KEY BENEFITS

- Reduction in the Total Cost of Ownership
- Fixed IT Management & Support Costs
- Increased Efficiency and Competitiveness
- Increased customer confidence through reduced downtime
- Scalable and Flexible Payment Plans
- Quick Implementation of New Technology
- Professional, Certified, Qualified, Experience IT Professionals
- Proactive Monitoring and Servicing
- Continuing Infrastructure Assessment and Auditing

Managed Services Offerings



The TurnQuest Managed Services Include:

- TurnQuest Application Management
- TurnQuest Infrastructure Managed Services (TIMS)
- TurnQuest Cloud Services (TCS)
- TurnQuest Co-creation / Co-Innovation Teams (TCCT)

TurnQuest Application Managed Services (TAM)

TurnQuest Application Managed (TAM) services are designed to help insurers increase application efficiency, reduce system downtime, drive high-performance, and extend application life.

Our highly skilled consultants provide support ranging from 'keep-the-lights-on' maintenance to proactive and continuous improvement to help our clients get the most out of their existing IT applications.

TAM offerings are divided into 2 Service levels:

- Help Desk Level 1 Support
- Help Desk Level 2 Support

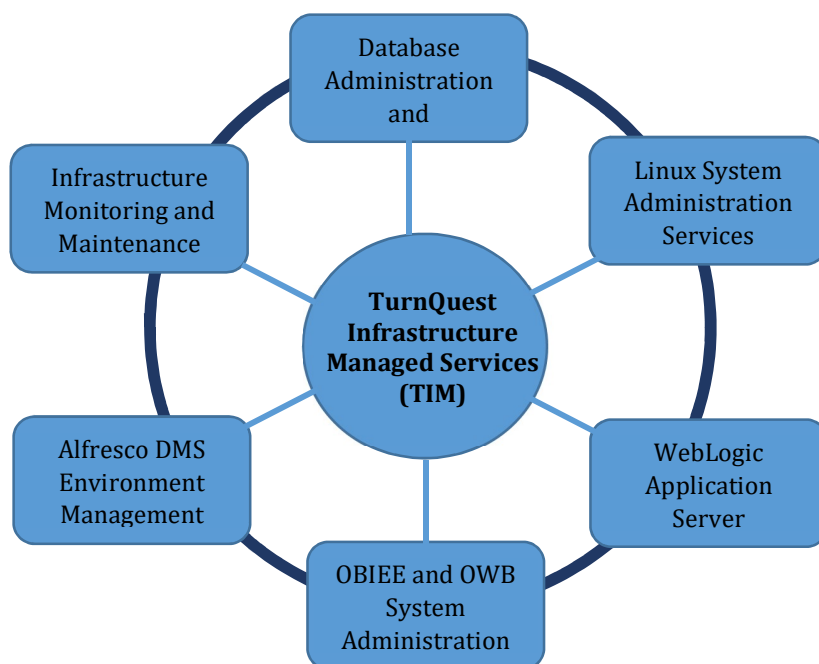


TurnQuest Infrastructure Managed Services (TIM)

TurnQuest Infrastructure Managed (TIM) Services include:

TurnQuest Infrastructure Managed (TIM) Services encompass a full spectrum of installed ICT infrastructure technology management services. TIM delivers end-to-end platform management including availability and performance monitoring of application infrastructure, product administration activities such as monitoring, user administration, patch and process management.

TIM provides efficient and high-quality services for managing IT at optimal cost. TIM ensures high availability, high performance and high service levels with the sole purpose of making sure our clients can derive optimal performance from their IT infrastructure.



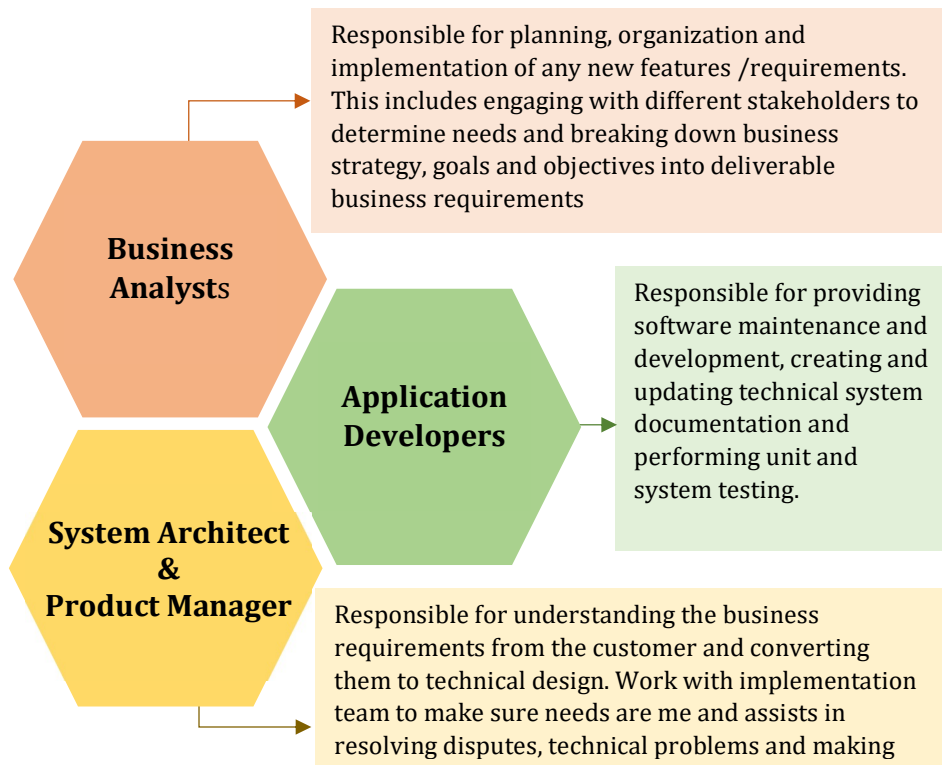
TurnQuest Co-Creating / Co-Innovation Teams (TCCT)

TurnQuest Co-Creation Teams (TCCT) provides technically skilled, motivated and competent dedicated consultants who work seamlessly as part of the clients teams to ideate, design, prototype, build and test additional functionality, features and change requests in the TurnQuest Suite of products. TCCT offer clients a simple, affordable way to quickly respond to the fast changing requirements and needs of the insurance market.

TCCT ensures the reduction of fixed costs, while providing access to qualified experts, thus companies do not have to maintain specialist competencies inside an organization.

TCCT is provided as a subscription service on an annually renewable basis.

TCCT Resources



TurnQuest Cloud Services (TCS)

Turnkey hosts and maintains TurnQuest products within a private and highly secure shared cloud infrastructure with full and complete disaster recovery capabilities. Based on the Oracle Cloud Infrastructure (OCI), TurnQuest Cloud delivers the best performance while protecting workloads via core-to-edge security and integrated governance.

Our clients benefit from the cost efficiencies of having TAM and TIM dedicated administrative support and security expertise, and savings gained in having lower hardware investment and maintenance costs.

Some of the key highlights of TurnQuest Cloud include:

- Manage usage, budgets and users on a per-project, per-person basis
- Oracle Autonomous database
- Performance, management and availability SLAs
- Workloads protection with DDOS, Web Application firewalls
- Granular control with built-in Identity and Access, tagging and auditing
- Run traditional and cloud-native workloads on the same platform
- Core-to-edge security
- Customer protection against cyber threats
- Automated Software updates