



we ensure delivery.



## SOME DATA

Founded in 2008  
in Munich

50 employees + scalable  
network of specialized  
consultancies



## OUR INDUSTRIES AND CUSTOMERS

Market leaders and other global corporations and international SMEs in our focus sectors of **insurance**, **automotive** and **retail**



## PROJECT SUCCESS

100% rate for  
subsequent  
contracts

Total project volume of IT  
projects managed in 2018/19 :  
**1,65 bn EUR**

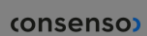


## EXPERTS

Project and program manager, Scrum Master, agile coaches, industry experts, requirement engineers and manager, business architects, test manager



## PARTNERS



## WORK MODE

Agile, hybrid and classic process models, preferably lean, pragmatic and fast, virtual as well as on-site assignments possible

## OUR SOLUTIONS

Strategy implementation

Demand management

Target picture dev. (Busi. / IT)

Implementation steering

Business Architecture mgmt

Test management

Project / program steering

Collaboration models

Project recovery

Rollout management

## TYPES OF PROJECTS PER SOLUTION

Assessment of status quo / goal  
definition incl. draft concept

Development of target picture  
and recommendations for  
implementation

Concept development and  
implementation of solutions

Operational implementation of  
solutions / ongoing steering

**marenas**

# Insurance Capability Map.\*

## CUSTOMER ENGAGEMENT AND CUSTOMER SERVICE MANAGEMT.

Customer Insights & Analytics  
Customer Experience Management  
Customer Interaction Management  
Customer Advisory and Sales  
Product and Service Individualization  
Customer Retention Strategy  
Customer Service

## POLICY MANAGEMENT

Policy Issuance & Administration  
Policy Cancellation  
Premium Calculation  
Contribution Management  
Underwriting & Discount  
Reinsurance  
Coinsurance

## CLAIMS MANAGEMENT

Notification Management  
Claims Handling  
Claims Inquiry  
Claims Recovery  
Claims Lifecycle Management  
Treatment Management  
Fraud Management

## CUSTOMER-FACING INSURANCE CORE DOMAINS

### PREVENTION MANAGEMENT

Risk Assessment  
Risk Mitigation Management  
Risk Status Management

## PRODUCT & SERVICE MANAGEMENT

Product Strategy  
Product Portfolio Management  
Product Development  
Product Design  
Product Planning  
Product Retirement  
Actuarial

## MARKETING

Market Insights & Analytics  
Target Market Identification  
Brand Management  
Campaign Management  
Lead Management

## SALES MANAGEMENT

Commercial Planning & Monitoring  
Distribution Management  
Performance Management  
Business Development  
Sales Strategy & Planning

## GENERAL INSURANCE CORE DOMAINS

## CHANNEL MANAGEMENT

Channel Development  
Channel Strategy  
Channel Planning

### CONTRACT ADMINISTRATION

Contract Lifecycle Management  
Contract Investment Administration

## OPERATIONAL SUPPORT

Organizational Management  
Interaction Management  
Process / Workflow / Task Management  
Input & Output Management  
Document Management  
Address Management

## (DIGITAL) INNOVATION AND TRANSFORMATION MANAGEMENT

Application & Digital Service Management  
New Platforms & Technology Mgmt.  
IoT Data Service Management  
AI & Machine Learning  
Digital Transformation Management

## ENTERPRISE DATA AND ARCHITECTURE MANAGEMENT

Business Architecture  
IT Architecture  
Application Architecture  
Technology Architecture  
Analytics  
(Digital) Data Management

## IT

IT Strategy & Management  
IT Infrastructure & Cloud Management  
IT Security & Privacy  
Continuous Integration & Development  
IT Operations

## ENABLING DOMAINS

### PROVIDER & PARTNER MANAGEMENT

Procurement Management  
Partner Management  
Service Provider Management  
Healthcare Provider Management

\* For readability reasons, the non-insurance-specific domains such as HR, Finance, Legal & Compliance and Enterprise Services have not been integrated into this chart.

**Contact our expert  
for more information:**



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we orchestrate people's strengths  
with IT and business opportunities

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