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Tawuniya's IT Overhaul:

40% Cost Reduction
& Strengthened
Security with
Holograph



Client Overview

Established on January 18, 1986, Tawuniya (The Company for Cooperative Insurance) stands as Saudi Arabia's first national insurance company, licensed to operate under the cooperative insurance principle aligned with Islamic Sharia.

As a Saudi Joint Stock Company, Tawuniya is a trailblazer in the Kingdom's insurance sector, regulated and supervised by the Saudi Insurance Authority. With over 37 years of expertise, Tawuniya has built a reputation for delivering comprehensive insurance solutions tailored to diverse customer needs.

The company offers an extensive portfolio of over 60 insurance products, including medical, motor, fire, property, engineering, marine, aviation, Takaful, and liability insurance. This diverse range of offerings has positioned Tawuniya as the go-to choice for individuals and businesses across Saudi Arabia, solidifying its leadership in the insurance industry.



Challenges

Tawuniya sought to elevate its ITSM framework and ITIL 4.0 practices with the best industry standards. Despite notable progress, they faced challenges in achieving process standardization, enhancing operational efficiency, and delivering superior customer service. Key pain points included:



Lack of Uniform Processes:

As Tawuniya expanded into multiple business domains, their team & organization grew alongside. They aimed to enhance their operations, ensuring the delivery of exceptional and time-efficient services.



Service Excellence Goals:

As a leading insurance service provider, Tawuniya wanted to enhance customer service quality and operational efficiency to stay ahead in a competitive market.



Gap in Practice Maturity:

While 24 out of 33 ITIL 4.0 best practices were implemented, there was a need to assess and elevate the maturity of their existing processes to meet organizational goals.



Process Optimization Challenges:

The absence of a structured approach to documenting and refining practices created bottlenecks in achieving seamless ITSM operations.

These challenges underscored the need for a robust, scalable ITSM solution to bridge the gaps, streamline operations & ensure consistent, high-quality service delivery.

→ Solution Provided by Holograph

Holograph partnered with Tawuniya to design & implement a tailored ITSM framework that addressed their unique challenges. By leveraging best practices & innovative tools, we delivered a comprehensive solution to enhance their operational efficiency & service quality:

- 1 Comprehensive Gap Assessment:**

Holograph experts conducted an in-depth assessment of Tawuniya's current ITSM maturity. This analysis identified gaps and outlined the steps needed to achieve the desired maturity level.
- 2 Tailored ITSM Documentation:**

We collaborated with stakeholders to document ITSM practices, specifying action items, responsibilities, and processes tailored to Tawuniya's needs.
- 3 Iterative Refinement Process:**

The documented practices underwent multiple review cycles, incorporating stakeholder feedback to ensure alignment with ITSM & ITIL 4.0 best practices.
- 4 System Implementation and Testing:**

After approval, the implementation team configured the processes in JIRA, followed by rigorous testing to ensure functionality and reliability. Any identified bugs were resolved promptly.
- 5 Phased Rollout Strategy:**

The new ITSM practices were rolled out in four batches. Each batch began with stakeholder engagement, training sessions, and user onboarding. Feedback was collected post-release to refine the system further.
- 6 User Training and Onboarding:**

Comprehensive training sessions were conducted for each batch, addressing user queries and ensuring familiarity with the new system.
- 7 Continuous Improvement and Maintenance:**

Users could raise improvement tickets for system enhancements. Additionally, detailed documentation and a Confluence page were created to ensure the system's maintainability and accessibility for future updates.

Through meticulous planning, phased rollouts & continuous improvements, Holograph empowered Tawuniya to achieve its ITSM goals. The result was a more efficient, customer-centric system that set the foundation for sustained growth & excellence.

Implementation Process

The implementation process for Tawuniya's ITSM transformation was methodical and collaborative, ensuring that every step aligned with the organization's unique needs and industry best practices.



Initial Assessment and Documentation

Stakeholder Engagement: Our ITSM and ITIL 4.0 experts initiated discussions with stakeholders to understand their processes, challenges, and gaps.

Maturity Assessment: Conducted a thorough evaluation to determine the ITSM maturity level and outlined steps to progress to the next level.

Process Documentation: Created detailed documentation of ITSM practices, including action items, responsible individuals, and timelines.



Design and Review

Flow and Practice Design: Drafted ITSM practices tailored to Tawuniya's requirements, keeping industry best practices in mind.

Stakeholder Feedback: Presented the practice documents to stakeholders for review, refined them based on their feedback, and secured approvals.



Implementation and Testing

System Integration: Integrated approved practices into tools like JIRA, ensuring seamless workflows across L1, L2, and L3 teams.

Testing and Certification: Developed test cases to validate the process, resolved bugs, and conducted multiple testing cycles for certification.



Batch-Wise Rollout

Prioritized Releases: Rolled out practices in four batches, starting with high-priority processes like user onboarding.

Training Sessions: Conducted week-long training sessions for each batch, addressing user queries and ensuring readiness.

Feedback and Refinement: Gathered user feedback post-release, implemented improvements, and prepared for subsequent batches.



Transition and Closure

Cut-off Date: Established a clear transition timeline, with a cut-off date to migrate from the old system to the new ITSM practices.

Comprehensive Documentation: Created detailed Confluence pages for future reference and maintenance.

The phased and user-centric approach ensured a smooth transition to the new ITSM framework. With each batch rollout, Tawuniya gained a more streamlined and efficient system, setting the stage for sustained operational excellence.

Results Powered by Holograph

Holograph's implementation brought significant, measurable benefits to the organization, addressing key objectives in cost reduction, security enhancement, and system maintainability.

- **Enhanced Security:**

Security was a top priority, especially for an insurance company handling sensitive personal & health data. Holograph's solution addressed critical security vulnerabilities identified in the existing system, particularly with the use of outdated server & cloud editions. By adopting a more secure system, the company significantly mitigated potential threats & ensured compliance with industry security standards.

- **Streamlined Maintainability:**

With the consolidation of multiple systems into a unified platform, the company reduced its IT maintenance costs. By reducing the number of servers and administrators, Holograph helped optimize resource utilization, cutting down on operational costs & simplifying system management.

- **Improved Data Hosting Compliance:**

The company faced challenges with hosting data outside of Saudi Arabia, which conflicted with local government policies. Holograph's solution ensured that all data hosting was fully compliant with Saudi Arabian regulations, safeguarding both the company and its clients.

COST REDUCTION:

By refining the system with Atlassian's best practices, the company achieved a remarkable **40% cost reduction**. This was a clear and tangible benefit that management could immediately recognize, making the transition to a more efficient system an easy decision.

The implementation of Holograph's solution not only provided significant financial savings but also strengthened security and ensured regulatory compliance. The streamlined system led to reduced maintenance costs and greater operational efficiency, paving the way for a more sustainable and secure future for the organization. This success laid the foundation for further collaboration with the client, resulting in an additional project opportunity.

Holograph's tailored solutions have driven measurable results—let us help your business achieve the same success. Contact our sales team to get started.

Get in Touch: sales@holographtechologies.com