

BAHRAIN NATIONAL HOLDING BSC

Leading Bahraini insurer entrusts TCS
with go-live during Covid-19 crisis



For over 15 years, the insurance subsidiaries of Bahrain National Holding BSC have been running large business segments on insurance solutions powered by TCS BaNCS.

BNH commenced with a project to unify all its core insurance solutions onto TCS BaNCS, end-to-end across business lines, including underwriting, claims, reinsurance, document management, workflow management, accounting, and other areas.

The phased go-live began in January 2020 with medical insurance. The largest milestone was planned for April 2020 with the transition of motor insurance, which is BNH's largest business in terms of policies and customers.

TCS management had been closely monitoring the Covid-19 situation, and in late February, all TCS associates were transitioned working at home through the rapid implementation of the Secure Borderless Workspaces initiative. Not long after, the BNH team made similar arrangements.

Following high-level collaboration between TCS

and BNH management, the joint decision was made to continue with the planned April 2020 go-live.

The joint migration team, working from home, coordinated closely to resolve various complexities, from limited availability of testing resources to concerns over maintaining critical connections.

The end result was that the migration was completed one day ahead of schedule.

The deployment of TCS BaNCS across the organization has enabled BNH to improve workflow, implement process improvements, and modernize product offerings. BNH has implemented a benefit-driven structure for offering motor insurance.

Choices range from the "Standard" package, which includes collision, fire, theft, and windscreen insurance, to several more comprehensive options.

With its rapid deployment of TCS BaNCS as an end-to-end solution, BNH has significantly strengthened its position as a market leader and as a customer-focused innovator.

