

Solidarity Bahrain BSC



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“Disrupt or be disrupted” – that’s the new reality of today’s digital revolution, to which Solidarity Bahrain has responded with digital transformation.

In 2020, Solidarity Bahrain successfully replaced its legacy core insurance solutions with TCS BaNCS for Insurance.

Following an extensive vendor selection exercise, Solidarity Bahrain selected TCS as the most suitable option in terms of technical ability, value-added features, and commercial presence in the marketplace.

The deployment was completed in just eight months, owing to the close cooperation between TCS and Solidarity Bahrain resources. “In terms of professionalism and knowledge, the TCS team was one of the best Solidarity has ever dealt with,” said Jawad Mohammed, CEO, Solidarity Bahrain. “They always had a positive attitude, which added value to Solidarity’s digital transformation.”

The new TCS BaNCS deployment embraces all insurance activities, from policy underwriting and issuance to claims servicing and accounting. In addition, the solution includes delivery of an enhanced customer experience, along with streamlined access for insurance agents and brokers. The move to TCS BaNCS has centralized data and customer information that had previously been scattered across multiple applications, which has made it much easier for agents and brokers to respond quickly to customer inquiries.

Since the go-live, Solidarity Bahrain has increased the efficiency of its operations for policy issuance and servicing through the easy-to-use and accessible TCS BaNCS-powered portal. As a result, the insurer has been able to easily support growth in policy volumes. The new system also delivered the benefits of higher availability, robust stability and greater security, which are essential qualities for a trusted insurer.

Together, these capabilities provide a solid foundation for Solidarity Bahrain’s ongoing digital transformation journey.

With TCS BaNCS, Solidarity Bahrain has established a solid foundation for achieving its vision of digital transformation, while also supporting other pillars of the company’s strategy in terms of customer care, employee engagement and brand image.





Solidarity celebrated the Go-Live with a ceremony (1) and a joint celebration between the on-site (2, 4) and offshore (3) teams.



Participants included:
Jawad Mohammed, Chief Executive Officer,
D. Nandakumar, Deputy General Manager – Operations,
Abhijit Singh, Assistant General Manager – Investment and Special Projects,
Mohammed Awachi, Assistant General Manager – Corporate Support,
Ali Shaban, Head – Motor,
Sanjeev Aggarwal, Head – Finance,
Anand Koranath, Senior Manager – Non motor,
Husain Sabt, Manager – IT,
Jai Prakash, Assistant General Manager – Business Development,
Ali Khalil, Assistant Manager – Finance,
Mahmood Khalaf, Assistant Manager – Non motor

