

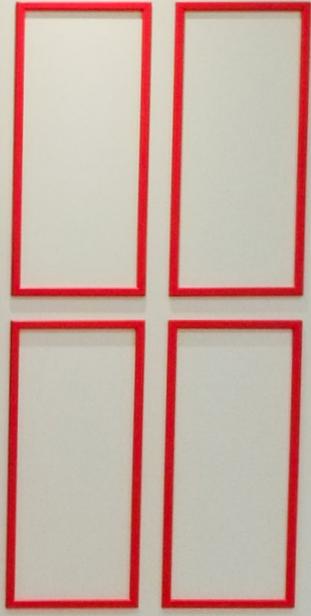
Architecture designed for digital flexibility



IN ASSOCIATION WITH

CONTEMI *GrowthOps*





Disrupting insurance with flexible technology architecture

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ALEX PAGE

CONTEMI



Walter De Oude,
Founder & CEO of SingLife, and happy
customer & friend of Contemi since 2014



Contemi was founded in 2001 to design, build and robustly scale the complete IT systems for a start-up insurer in Scandinavia. From the initial mock-up and proof-of-concepts, to building the insurers own scalable core, accounting and claims systems, and managing the IT platform as the insurer grew leaps and bounds.

Ever since then, Contemi have worked successfully with many start-up insurance operations in Scandinavia and Asia. Both stand-alone entrepreneurial pursuits as well as new business setups for

larger, mature insurers. For most we have built and managed their respective IT platforms and acted as key IT partner over the years, as they have gone “from zero to hero”. It is a Contemi specialty.

We started working with Walter de Oude and his team at the SingLife design and proof-of-concept stage in 2014, and today still work with SingLife on delivering key pieces of the IT platform. We enjoy thoroughly working with SingLife and hope to do so for many years to come as SingLife’s success continues.

If you are looking to start something new in insurance – could be a new business line, a new partnership, a new distribution channel, a new claims process, a new eco-system integration and customer engagement model, etc – and you are now thinking about the underpinning IT solution - **please do give us call on +65 8695 4219 and let’s talk about it.**

No promises, but let’s see if we can’t help put a bit of thunder into the IT part of your project.



Contemi, a global leader in next generation IT solutions and supporting customers through digitalisation journeys, has been a key strategic partner of Singapore Life since the beginning. For Shanahan, the relationship between the two represents the way in which Singapore Life truly values its partners. “There are several aspects that we deeply value with Contemi,” he says. “First, their proactive and deeply supportive culture, which lies at the heart of all our key relationships. Secondly, they understand our business and they add value to our thinking and our solutioning and our designs constantly. Thirdly, the technical skills and knowledge and, increasingly, experience, arising from Contemi’s home in Vietnam.” It is this third part in particular that highlights Contemi’s role in the growth of Singapore Life. Shanahan notes that the education system, culture, work ethic and competitive landscape in Vietnam is rapidly transforming, giving rise to what Singapore Life believes is a “powerful new force in technology, particularly in software development”. Contemi is integral to the company’s architectural, design, development, testing and rollout capabilities, participating and collaborating in the

entire product lifecycle. “Sustainability in any friendship arises from mutual contribution to the relationship,” says Shanahan. “For SingLife, we work hard to contribute to all our friendships. For Contemi we experience their contribution continuously and proactively and we benefit from their insights and experiences.”

Contemi has taken the lead role in developing Singapore Life’s direct and advised portals. Every customer of Singapore Life engages with the company through these portals, as do its advisors, and so Contemi allows the company to innovate and to improve both the portals and the customer and advisor relationships. “Our policy serving is accessed via our portals in the first instance, meaning that an increased portion of customers’ needs are performed directly by customers and advisors in their portals,” says Shanahan.

“We are continuously expanding the capabilities of the portals so that the experience is maintained at a world-class level and so that customers and advisors access the most efficient solutions for their needs. We very much look forward to Contemi continuing in this role as we expand into new business lines and geographically.”