CUSTOMER SUCCESS STORY

How Triglav Group reinvented insurance with AdInsure

AT A GLANCE

Triglav Group

Triglav Group is the leading insurance-financial group in Slovenia and in the Adriatic region, as well as one of the largest groups in South-East Europe. The group operates in seven markets in six countries and employs over 5,300 insurance experts on a mission to build a safer future.

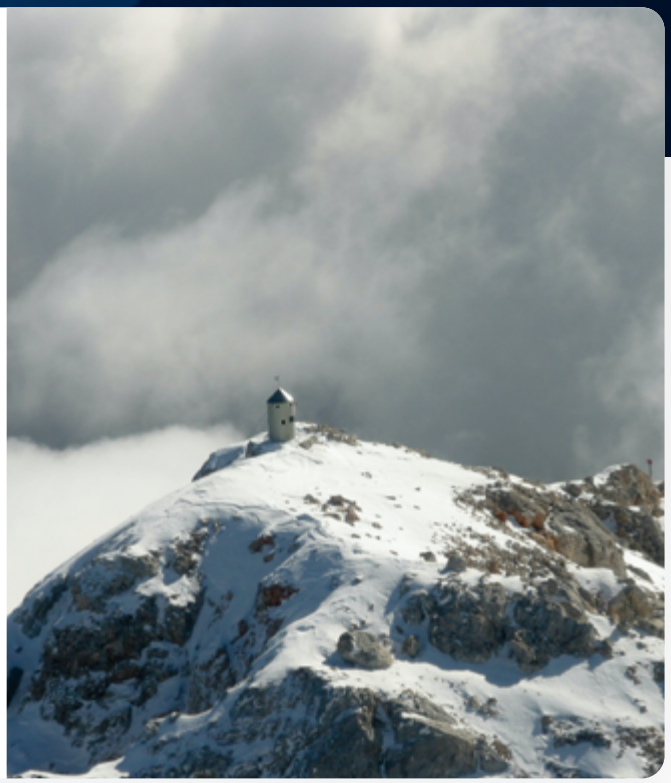
NON-LIFE | HEALTH | LIFE

REINSURANCE | PENSION

SLOVENIA | CROATIA | SERBIA

BOSNIA | MACEDONIA | MONTENEGRO

1,184.2 M GWP | 5K EMPLOYEES



ADACTA & TRIGLAV

Long-standing partnership

Triglav partnered with Adacta in 2006. The two companies connected over a shared vision of building a modern and flexible insurance platform. The solution built at the time was based on AdInsure generation 2 concept and turned the one-off project into a strategic relationship between Adacta and Triglav Group.

Today, AdInsure generation 2 powers Triglav operations in 5 different countries.

In late 2020, the two companies signed an agreement to upgrade and roll-out the latest AdInsure generation 3 across the Triglav Group for all lines of businesses.

CURRENT PROJECTS		FUTURE PLANS
ADINSURE 2	ADINSURE 3	ADINSURE 3
NON-LIFE, SLO	AGENT PORTAL, SLO	TRIGLAV BIH
NON-LIFE, CRO		TRIGLAV MNE
NON-LIFE, MKD		TRIGLAV CRO
NON-LIFE, SRB		TRIGLAV SRB
HEALTH, SLO		TRIGLAV MKD
		TRIGLAV SLO

ADACTA& TRIGLAV

Partnership milestones

- **2006** — Triglav and Adacta start working together
- **2009** — Triglav transforms most of its non-life business with AdInsure gen 2
- **2011** — AdInsure implementation in Croatia
- **2012** — AdInsure implementation in Serbia
- **2013** — AdInsure implementation in Macedonia & BiH
- **2014** — AdInsure implementation in the Czech Republic*
- **2018** — Triglav International chooses Adacta to digitise its sales channels; Triglav transforms its Health segment with AdInsure
- **2020** — Triglav deploys AdInsure Agent Portal
- **2021** — Triglav Group starts migration to AdInsure gen 3

*No longer part of Triglav Group. The company, Direct Pojštovina, still uses AdInsure.

2008

Triglav transforms its non-life business with AdInsure

SLOVENIA

In 2009, Triglav and Adacta completed their first AdInsure non-life implementation.

The new platform modernised, standardised, and streamlined the company's processes, enabling its teams to work smarter, launch faster, and provide modern customer experiences.

The important part of the implementation at that time was a centralisation of IT across Slovenia.

2011-2014

Triglav chooses AdInsure as the group's non-life solution

BOSNIA CROATIA SERBIA MACEDONIA

Successful AdInsure implementation and tangible results encouraged Triglav Group to choose AdInsure generation 2 for its non-life business line across the entire group. In less than 4 years, Adacta and Triglav implemented the new solution in 5 additional countries (the Czech Republic subsidiary was later acquired by Direct Pojštovina).

2018

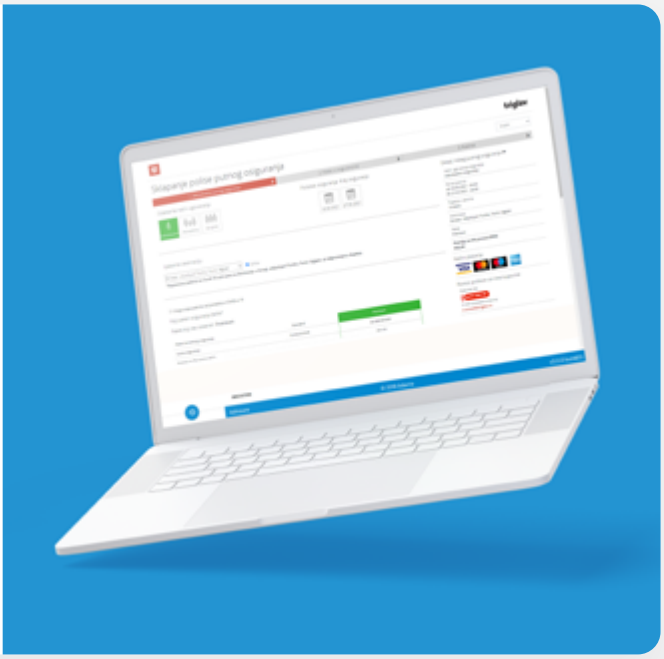
Triglav selects Adacta to build its sales portals

B2C PORTAL

Focused on online travel policy issues, the e-TINT B2C portal successfully optimised and standardised the digital user experience throughout the region and today generates new clients and revenue even after insurers leave the office.

B2B PORTAL

Simultaneously, the two companies worked on the i-TINT B2B portal to empower Triglav's internal sales force and improve the collaboration with its partners.



2018

Triglav transforms its Health segment with AdInsure

HEALTH

Triglav Zdravstvena Zavarovalnica (TZZ) is the leading health insurer in Slovenia. In 2018, the company chose and implemented AdInsure generation 2 as its insurance platform.

Ever since, TZZ has been running its entire business on AdInsure and has gained additional competitive advantage in the market.

2020

Triglav deploys AdInsure Agent Portal

NON-LIFE HEALTH LIFE

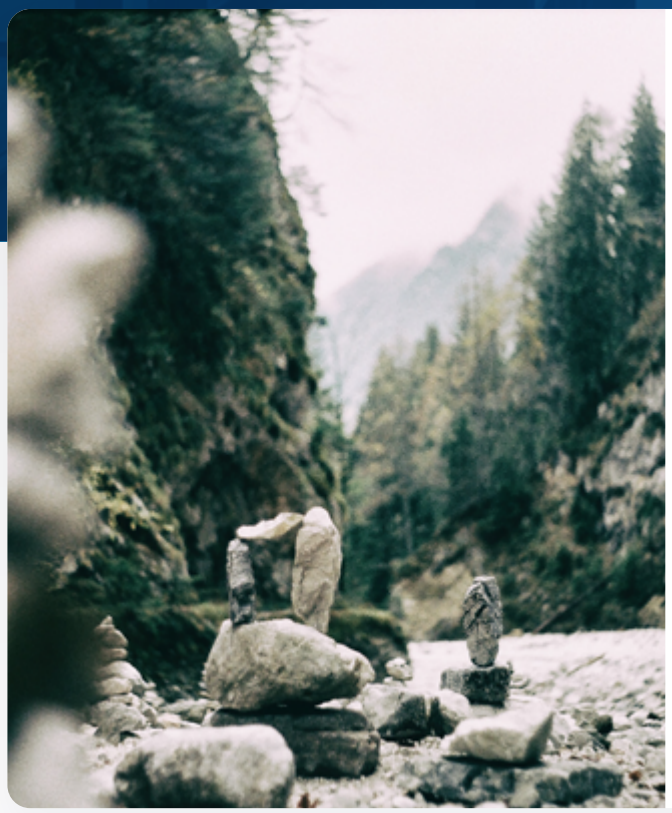
To enhance and simplify the experience for its banking channel partners and consolidate its bancassurance on a single digital sales platform, Triglav decided to implement AdInsure Agent Portal.

Zavarovalnica Triglav now provides enhanced, complete- ly transformed, and fully digital bancassurance channels to its partner network selling its life, non-life, and health products.

Triglav Group will implement the solution in all subsid- iaries, making AdInsure Agent Portal the main sales tool for the entire group.

ADACTA | triglav

PARTNERSHIP FUTURE



THE WAY FORWARD

All countries and the entire portfolio move to AdInsure gen 3

NON-LIFE HEALTH LIFE

Past success has led Triglav Group to upgrade its sys- tems to AdInsure generation 3. Triglav and Adacta have officially sealed the deal in late 2020 and initial implementation proj- ects were already underway in 2021. The last one is project- ed to be completed in 2027.

Triglav Group chose AdInsure gen 3 for its:

- **Flexibility** allowing it to build its own **unified Competence centre**
- **Agnosticism** needed to run its life, non-life and health businesses on **a single platform.**

About Adacta

Adacta is a leading software provider for the insurance industry. Our insurance platform, AdInsure, gives Life and P&C insurers a future-proof way to streamline their opera- tions and processes. Formed in 1989, we've spent decades helping insurance organisations to grow their digital ca- pabilities and drive new profits. Our mission is simple: em- power tomorrow's industry leaders to reach their potential through technology.