



# Allianz as an employer



## Allianz SE

Allianz SE is one of the leading integrated financial services providers worldwide. With approximately 155,000 employees worldwide, Allianz serves more than 80 million customers in about 70 countries. Allianz SE is headquartered in Munich, Germany.

Allianz biggest achievement is that it remains the 'trusted' partner to its customers by honouring commitments even through the one of the worst global financial crisis.

## Allianz Insurance Plc, UK

Allianz Insurance plc, UK is a leading and highly regarded general insurer in the UK market. Allianz Insurance Plc, originally founded as Cornhill Insurance Company Ltd in 1905, grew to become one of the UK's leading insurers.

In 1986 the company cemented its position of strength by becoming part of the world wide Allianz Group. Allianz Insurance plc, UK has won the 'General Insurer of Year' award at the 2010 British Insurance Awards. Allianz, UK's third win in seven years.

## ACIS - A company of Allianz

ACIS, fully owned subsidiary of Allianz Insurance UK, is a value focused, global shared services company based in India. Allianz Insurance plc UK, the parent company was one of the multinationals to recognise the untapped potential of tier 3 cities in India and took the bold decision of setting up ACIS IT operations at Technopark in Trivandrum in 2003. The IT/ITeS operations have since grown from 25 to 1200+ employees and is today a benchmark across Allianz for high-end, value added services.

ACIS is a CMMI Level 5 company providing world-class Application Development and Maintenance services to Allianz Insurance in the UK and some other Allianz companies. ACIS is also a pioneer of the ITeS industry in Kerala and is ISO 9001 - 2000 certified for its Business Process Operations.

## AMOS (Allianz Managed Operations Services)

AMOS is the group-wide shared service company of Allianz providing Allianz units across the globe with a wide selection of IT, Operation and Service products. By bundling skills and talents in this international unit, AMOS leverages the Group best expertise and leads to more transparent structures and processes. AMOS is structured in three main areas: IT, Operations, and Services.

AMOS is part of the Allianz Group of Germany, one of Europe's biggest insurance companies and a major global financial services player. AMOS branch India collaborates closely with Allianz Cornhill Information Services (ACIS) which provides both software development & support and business processing facilities to the UK.

Our aim is simple: We want to provide a service that is second to none in a quality environment that is professional, open, committed to success and based upon a combination of individual performance and teamwork.





*Every organisation has a mission; it simply means 'what we are here for and the kind of company we want to be'.*



## MISSION

To be the outstanding competitor in our chosen markets by delivering:

- Products and services that our clients recommend
- A great company to work for
- The best combination of profit and growth

## ALLIANZ INSURANCE - UK GROUP VALUES AND BEHAVIOURS STATEMENT

We will achieve our Mission: -

- through outstanding technical, sales and leadership skills
- by being professional, dynamic, innovative, focused and socially responsible
- with teamwork, passion and style! The way we work and behave sets the tone for the type of organisation we aim to be.

### Outstanding Technical, Sales and Leadership Skills.

Building an organisation whose people have outstanding technical, sales and leadership skills is central to achieving our mission. This will provide the key source of competitive differentiation for us. We are investing to develop our people and ensure our skill base rises year on year.

**Professional** - To be successful we must demonstrate our professionalism by being accurate in our work, efficient, personable, fair in all our dealings, whilst displaying technical expertise and a commitment to high quality.

**Dynamic** - Insurance is a fast moving industry, change is the norm. We need to exploit change to be successful. We can achieve this by being proactive, energetic and enthusiastic, displaying 'hunger' for attractive business and supporting our customers.

**Innovative** - New ideas are essential to move our company forward and we have demonstrated our capability to innovate. We need to remain creative, commercially oriented and seek entrepreneurial solutions for our customers.

**Focused** - We all need to be clear about our objectives and who our target market is – these are the customers we want to do business with. Successful companies are focused companies; they have a clear direction and know the business they want to write.

**Socially responsible** - We are mindful of the communities around us and are aware of the positive contribution we can make to society and the environment. We are pro-active in finding opportunities to provide targeted support – big and small – and work towards a sustainable future with respect for all people and nature.

**Teamwork** - We can achieve our mission only together, by working collaboratively across teams, departments and divisions. We leverage the opportunities of cooperating within the wider Allianz Group, and we work with both our suppliers and customers to create and deliver outstanding solutions.

**Passion** - Having a passion for the business will drive our personal engagement with the company and will help to win and delight our customers.

**Style** - Delivering not only to a high standard but also with an element of style will distinguish us as someone others would want to work with and with whom our customers would want to do business with.

## Business Units of ACIS

In ACIS, there are four strategic businesses aimed to give world class IT service solutions to Allianz.

- Application Development & Maintenance (AD&M)
- Business Process (BP)
- IT Operations (IT Ops)
- Finance Off-shoring

**Application Development & Maintenance (AD&M)** - ACIS Application Development and Maintenance (AD&M) team established in 2003 offers a wide range of services such as application development, application maintenance, quality assurance and process consultancy, testing and validation, packaged application services, platform and data migration services etc to serve the parent company. Currently, AD&M services are being extended to eight other group companies like Allianz Worldwide Care (AWC), Allianz Global Corporate & Specialities (AGC&S), Allianz Deutschland AG, Euler Hermes and ACAS among others.

**Business Process (BP)** - The BPO operations in India provide talent, efficiency and superior customer service to Allianz group's diverse companies, thus enabling them to scale faster and easier. In addition to supporting various divisions of Allianz UK like Allianz Commercial, Animal Health, Corporate Partner, Claims & Broker Services, the division also delivers specialised services like Policy Underwriting and Veterinary Claims. The BPO operations follow the COE (Centres of Excellence) framework that helps in best practice sharing, delivery of customer delight and business resilience.

**IT Operations (IT Ops)** - IT Operations provide service desk, security administration, procurement administration, service delivery, mainframe operations, disaster recovery, IT Ops projects, service account management, performance testing, MIS and distributed services among others. The division follows the Information Technology Infrastructure Library (ITIL) framework and has an extensive set of management procedures to achieve both high financial quality and value in its operations.

**Finance Off-shoring** - Allianz Trivandrum Finance offshore supports various functions/divisions within Allianz UK and some other Allianz Group Entities in the area of Accounts Payable, Cashiering operations, Reinsurance Accounting & Investment Reconciliation for quarterly closings. At Allianz Trivandrum, the Finance Processes initially started with Offshore support for Allianz UK. Within a short span, we were able to extend our services to other Allianz companies as well & are currently in the growing phase. Our staff are recruited and trained with specific Finance skill sets that compliment the Centre of Excellence framework. Finance Offshore Operations, is currently a growing workforce, contributing to the top-line growth of Allianz UK, & Group OE's driven by the singular commitment towards complete customer delight.

## OUR COMMITMENT TO YOU

We will :

- Train you and give you all the opportunities and career development you need to achieve your potential
- Share our business successes and failures with you
- Involve you in decisions which affect you
- Give honest feedback and assessment about your performance
- Pay you a competitive salary in line with your skills and performance
- Aim to meet your career ambitions wherever practical
- Create an environment that provides an active social life

In return, we expect you to :

- Be professional and do your job as well as you can
- Be responsible for your own career development
- Share your ambitions, knowledge and experience with us
- Be flexible by adapting to change
- Commit yourself to our aims and values whilst you work for us

## ACIS @ Technopark

Call it your office. Your home. Your playground. Your own personal space. Or call it your dream destination! Technopark Kerala is the ultimate place to be. Enveloped in an awe-inspiring ambience, Technopark offers a one-stop solution to all your business needs related

to IT, Communication and Entertainment.

Spread over nearly 300 acres with 4 million sq. ft. of built-up space available currently, Technopark hosts over 245 IT and ITES companies employing over 32,000 IT professionals, including five PCMM level 5 company, 6 CMMI level 5 and four CMMI Level 3 and over 20 ISO 9001 certified companies.

Technopark offers a unique confluence of advantages, not found elsewhere in comparable destinations in India - robust and failsafe physical infrastructure, power and data connectivity; highly trained technical manpower; most flexible regulatory framework; highest incentives (up to 180,000 USD); and the best law and order environment in India.

## Infrastructure @ ACIS

ACIS is based in Technopark, Thiruvananthapuram (India). Our principles, norms and policies mirror those of the UK but are adapted where necessary to meet Indian local conditions. We endeavour to provide an international career for employees at ACIS with an emphasis on performance and healthy competition.

ACIS has made a significant investment in creating a first class software development centre with the latest hardware and communication facilities. In spite of the physical distance, the video and audio conferencing facilities, combined with visits to the UK bring us close to our UK colleagues.



Communication facilities include a 1 mbps RF link to the Internet backbone along with a 64 kbps ISDN connectivity that serves as a backup. Plans are afoot to go in for a further bandwidth enhancement by using land-based leased line connectivity.

## Your Opportunities and Personal Development

**Learning and Development** - Providing personal development and career fulfilment for our employees is a top priority for us. You'll have the opportunity to create your own personal development plan and we will ensure development tools and learning opportunities are available to support you in your role and equip you to take on new responsibilities in the future. This support starts with a dedicated Corporate Induction Programme backed up by online tools and comprehensive training. As your career progresses; you will have the opportunity to be considered for our Management & Career Development Programmes (MDP). Committed to having professionally qualified employees, we will pay the necessary fees upon completion of a relevant course or qualification.

**Rewards and Recognitions** - Our culture is one where we reward performance and achievement. Every year we will agree to a series of job related targets with you and provide training or developmental inputs that you need to meet them. Regular reviews will be carried out throughout the year and feedback provided. How well you achieve those targets will determine your annual pay hike. In addition to this; subject to the Company achieving its business targets, you will be eligible for a performance related bonus with the most successful employees receiving the highest payout.

In order to ensure that our compensation and benefits remain competitive we regularly benchmark our salaries against the market so that where appropriate we can make adjustments. In ACIS recognition is not limited to money; we have a robust Rewards & Recognition program that recognises a job well done.

**Promotion and Career Development** - Wherever possible we aim to promote from within with all our senior jobs advertised internally. We also recognise that development is not always about achieving a higher grade. Expanding your skills or leadership abilities can be equally important. That means we will look to provide opportunities for you to be involved in projects and interact with our colleagues in the UK.

As we grow, we are also starting to provide opportunities elsewhere in the world and we expect this to be an area of growth over the next few years.