

PTS AUSTRALIA – INSURANCE SECTOR

PROJECT LIST AND CLIENT FEEDBACK

Introduction

Over the past 10 years, PTS Australia has established strong and enduring relationships within the insurance sector. Our clients have come to trust and rely on our expertise in various areas, including program and project management, compliance, and risk. What sets us apart is our approach to *leading* projects and providing advice, rather than simply managing them. This proactive stance has resonated with our clients, as they appreciate our ability to offer strategic guidance and insights that go beyond the technical aspects of IT projects.

This document provides a list of insurance sector projects performed by the PTS Australia team and a sample of feedback from our clients. There are of course many stories and experiences behind these projects that we'd be only too happy to discuss with you in relation to your next project requirement.



Our Services



Cloud & Digital Transformation

Transform your business with digital, enable with the cloud.



Data Centres

The most critical element of your IT estate. Is yours fit for purpose?



Enterprise Projects & Programmes

Complex business change, delivered with excellence, liked by auditors.



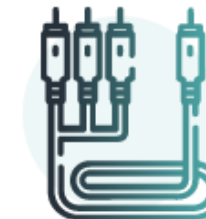
IT Mergers & Acquisitions

IT is critical to successful realisation of an M&A deal. Don't leave it to chance.



Technology Risk

Identify and respond to the risks your organisation faces, for today and tomorrow.



Workplace Transformation

Enabling seamless experiences in the office and remotely.

Insurance Sector Project List

Project Name	Year	Location
Cloud and Digital Transformation		
Microsoft Tenant to Tenant Collaboration (Alpha/Beta Testing)	2023*	APAC
Digital Native Application Migration PMO	2023*	APAC
SAS Data Warehouse Transformation	2023*	Australia
Lotus Notes to SharePoint Migration	2019-2021	APAC
Data Centres		
DR Data Centre Migration	2022-2023	Sydney to Melbourne
IT DR Relocation	2021	Melbourne
APAC Data Centre Market Assessment	2019	APAC
Data Centre Strategy	2018	Brisbane
Data Centre Migration	2018	Sydney
Data Centre Colocation Services Procurement	2018	Sydney

Insurance Sector Project List

Project Name	Year	Location
Regional DR Data Centre Migration	2017	Singapore
Regional Data Centre Migration Project	2016	APAC
Regional Data Centre Migration Procurement	2015	Hong Kong
Data Centre Strategy and Business Case	2013-2014	Hong Kong
IT Mergers and Acquisitions		
IT Mergers and Acquisition (APAC award won)	2019-2021	Indonesia
Divestiture IT Separation Project	2016	Taiwan
Merger and IT Consolidation and Data Centre Migration	2015	Malaysia
Technology Risk Management		
DR Data Centre Business Continuity Exercise Planning	2023*	Australia
Data Privacy and Protection (in progress)	2023*	APAC
Unstructured Data (in progress)	2023*	APAC

Insurance Sector Project List

Project Name	Year	Location
Roll-based Access Control (RBAC) (in progress)	2023*	APAC
Critical App. Access Management (CAAM) (in progress)	2023*	APAC
Information Data Lifecycle	2021-2022	APAC
Data Retention Tooling	2021-2022	APAC
Data Cloud Back Up Tooling	2021-2022	APAC
APAC Security Programme	2019-2021	APAC
Active Directory Consolidation	2019-2021	APAC
ForeScout Implementation	2020-2021	APAC
Dynatrace Implementation	2019-2020	APAC
Workplace Transformation		
Workplace Voice Service Transformation	2023*	Australia
New Sydney Office Audiovisual Consulting	2021-2022	Sydney

Insurance Sector Project List

Project Name	Year	Location
New Office IT and AV Fit Outs	2021-2023	Sydney, Melbourne, Brisbane
New Office IT and AV Fit Outs	2017	Sydney
New Office Network and Voice Architecture	2017	Sydney
Service Desk Review	2016	APAC and India

* Project in progress

Client Feedback



Chief Executive Officer (CEO)

"Fantastic work from the Technology and PTS teams on a very large and complicated project with numerous stakeholders and lots of moving parts. Was great to see the project come in under budget whilst at the same time achieving the objectives. This was especially admirable given we are in the middle of global pandemic which presented a myriad of challenges both in equipment supply, resource challenges and the fact that many of those involved were working remotely. Fantastic achievement and well done all."



Head of IT

"Appreciate all the hard work that the whole project team has put in and contributed to. Its not easy considering all the hurdles during the pandemics, together the team managed to deliver such successful and seamless integration. Kudos to the commitment, dedication, and collaboration. Having to work in such a big team with multi-cultural backgrounds really gave the local team exposure and experience that drive them to deliver more and learn along the way. Thank you to the Programme Team, Thank you APAC IT Team and Thank you PTS for successfully bringing out the best of everyone in the team and put it to work!"

Chief Distribution Officer (CDO)

"The project has delivered successfully against a backdrop of: Integrating our core Technology and Client businesses; Building relationships with the Technology APAC team and aligning to Technology Security protocols and project governance and processes – all of this against a backdrop of a pandemic. The Client IT team have kept their spirits high supported by the fantastic PTS and APAC teams to successfully transition our Data Centre to its new location. Well done to everyone."



Chief Operating Officer (COO)

"Thank You for the amazing and relentless support. I would like to thank you for the relentless focus and support in delivering success with Programme Jasmine"

Country Head of Risk

"All in all, an awe-inspiring display of teamwork and collaboration from teams as diverse as the region itself to deliver the most complex technology project Technology has ever undertaken in the country. I would be remiss not to mention the risk-conscious manner with which the program was conducted with transparent coverage of risks and issues practically eliminating surprises to stakeholders."



Client Feedback



Chief Architect, IT Services APAC

"Incredible effort. This was a truly transformational project. Data Centre relocation, Infrastructure modernisation, more than a thousand remote workers working from home over hundreds of video and audio calls. Complete workplace transformation in record time. All this while we struggle through a global pandemic. Something everyone involved can be very proud of. Well done !!"



Business Information Security Officer

"I have worked with PTS on other engagements previously but not as complex as this integration. They had done a great job in completing the project given such circumstances in a remote working situation."

APAC Head Of IT Services

" The integration and migration of the Client Platforms and Systems touched every aspect of our Technology. Upgrading all Workplace Environments, replacing local Network Infrastructure, adding new links and Data Centre capacity to support the hosting of Client's Systems from our Private Cloud Data Centres in Hong Kong and Singapore. As such, this was a complicated transition and transformation requiring extensive focus, skills, co-ordination and teamwork. Right throughout this project all of these elements were present and never wavered!

I have the utmost respect for the whole Technology Team, and in particular our technology professionals and management from Client who never lost sight of the objective and always worked constructively to ensure the project was a success. I should add, ... with a positive attitude and good humour !! ...

PTS as always lead the project with the Professionalism and Diligence we have become used to ! ...

With the many other challenges confronting the team around Covid and the wellbeing of their Families and Colleagues ... Making this success all the more impressive.. !! "



Client Feedback



Head of IT Infrastructure - Asia Pacific Chief Technology Officer (CTO) APAC

"All the hard work by the APAC teams has paid off with a seamless migration. Congratulations to everyone and thank you for your expertise and commitment. The best run and most successful Data Centre migration I have experienced."



APAC IT Services Operations Manager

"Great to work with such professionals from Technology and PTS, the achievements outweighed all expectations. APAC IT Services Teams (Infrastructure; Application and Security) worked tirelessly for 15 weeks to ensure our Businesses were not impacted by this major project. Amazing achievement!"



Head of Risk Framework & Operational Risk, Asia Pacific

"It is one of the most successful projects that I have worked with. I am impressed that PMO and the project team were working very proactively in identifying and resolving risks and issues. It is one of the successful factors for sure."

Head of IT Services

"All have done a great job contributing their talents, skills and hard work to result a brilliant achievement. I really appreciate the team's effort, professional manner and congratulate all of you on the successful completion of RDC move project."



IT Manager Singapore - Service Executive Singapore

"Appreciate the solid collaboration of a massive scale to ensure smooth migrations over and over and assuring the least impact to our customers."



IT Service Executive - Japan

"I will be very sorry to see you go. Can you please stay on for another six months as we haven't progressed so fast since you came onboard. We have a lot more projects that need delivering."





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