Employer Panel Discussion

Friday 14th June 2019

SE2
PurposeBuilt to FutureProof

Service ~~SE2~~ to End

2000   2003   2005

SE2 Launches
Could there be segregated
functionality &"multi-tenancy"?
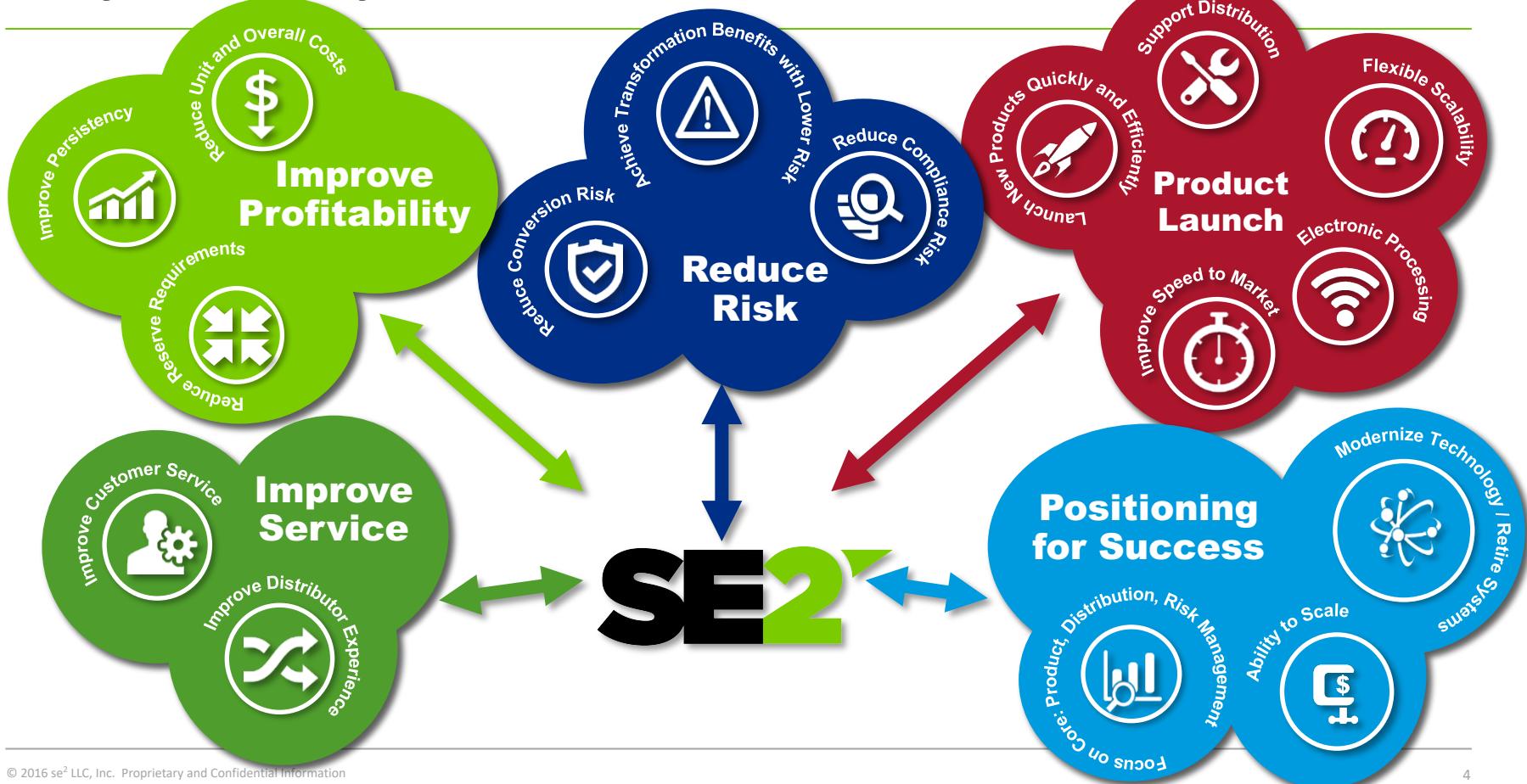
Why our many Clients Use Us

Our Market Positioning

Help clients launch new annuity products faster

Up to a third faster and at a third less cost than over-taxed internal teams and outmoded legacy systems

Continue to grow annuity block with new conversions

Leverage our market leadership to grow annuity block of business

Invest in new Digital & Life capabilities

Leverage capital investment and vendor echo system to build the industry disrupting "No Touch" Digital Life platform

Grow Life block with strategic partnerships and anchor clients

Be selective on partnerships around Life to anchor clients and strategic partnerships

Industry Analyst Recognitions

SE2

NelsonHall
Success through insight

Everest Group
From insight to action.

Gartner®

HFS Research

NOVARICA

2016

Recognized as a Leader in NelsonHall's 2016 NEAT Vendor Evaluation for Life, Annuities and Pensions BPO

2017

Named both a 'Leader' and a 'Star Performer' in Everest Group PEAK Matrix™ Assessment Report 2017 for Life and Pensions Insurance BPO

2017

Named Industry Visionary on Gartner's 2017 Competitive Landscape: IT Service Providers to the Global Insurance Industry Report
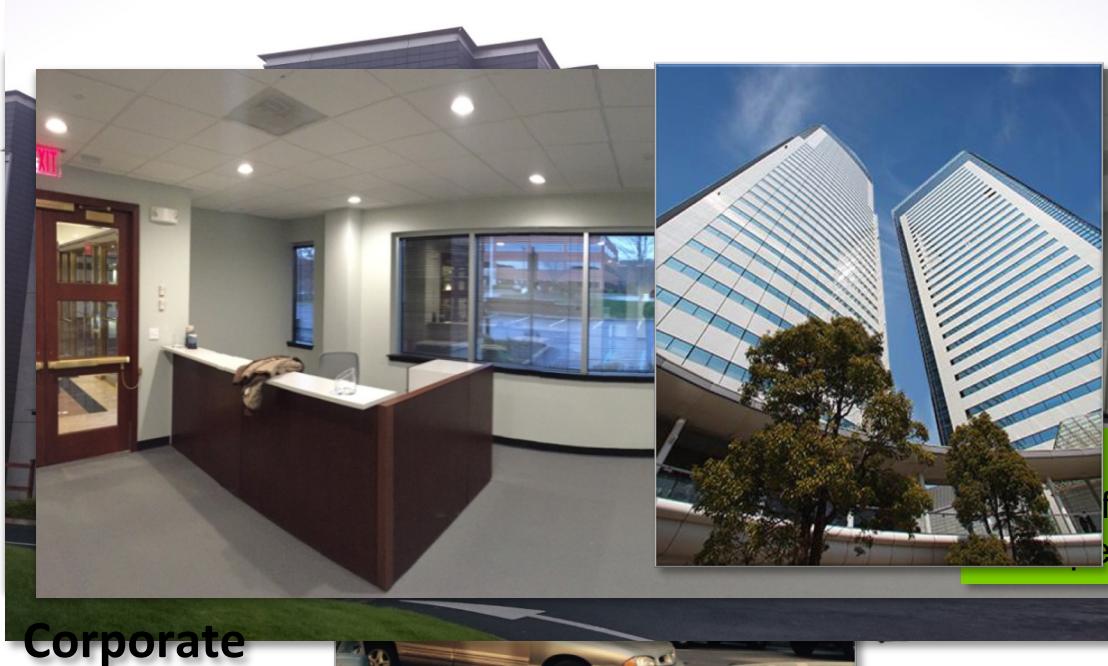
2018

Recognized as a High Performer on the HFS Research's Industry Blueprint: Insurance Operations Services 2018

2018

Positioned strongly for capabilities across both life insurance and annuities in 2018 Novarica Market Navigator BPO-BPaaS Report

SE2 Global Delivery

Corporate Headquarters

Processing Center

Managers

Delivery Associates

Two Locations

- IT Staff Augmentation
- Disaster Recovery
- Processing Center

Background to the Waterford Site

Digital Themes and Technology Enablers Driving the Journey Towards Digital Administration at SE2

THEMES

Digitization
- Omni Channel
- Real Time
- Self Service
- Services / APIs

Automation
- No / Low Touch
- Reduce Processing Time

Analytics
- Business Insights
- User Personalization
- Next Best Action

ENABLERS

Additional Digital Tools & Technologies

Robotics
AUTOMATION ANYWHERE
Go be great.

Rules Engine
inrule
TECHNOLOGY

MuleSoft
Application Integration Network
MuleSoft

Workflow
OnBase
by Hyland

Informatica

Waterford Office

110 Total Associates & Managers

    *75 IT Professionals

    *32 Call & Processing

1 Finance and Admin

1 HR Manager

1 Learning & Development
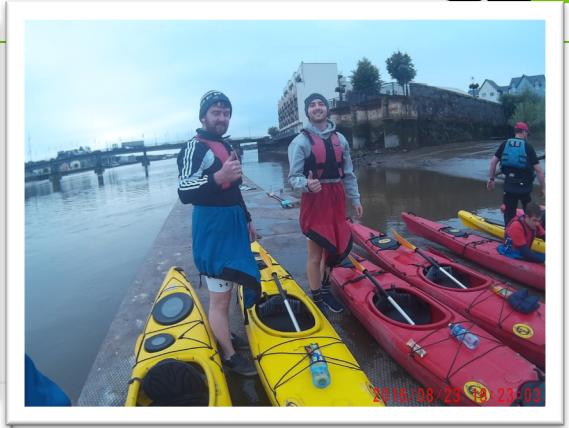
What has SE2 ever done for me?

- **An introduction role in IT**

- **Training and Development**

- **Mentoring**

- **Travel**

- **A growing company**

- **Working in a multi-national, multi-site organisation all in beautiful Waterford**

Sports and Social Events

Corporate Social Responsibility

SE2 has sponsored the following events:

We also donate thousands of euro each year to local and national charities:

Further Education with WIT

SE2 works closely with WIT ensuring that modules are relevant and meet the demands of our business and ever changing technologies. 75% support.

Many of our employees have completed/are currently completing:

- MSc in Computing in Enterprise Software Systems
- HDip in Computer Science
- HDip in Business Systems Analysis

Thank You

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