# Client Mobile App / Collaborative Portal
# Fixed-price project for UFA (Allianz Réunion)

## 01. General Information

| Client | Project |
|---|---|
| **Client Name:** UFA (Allianz Réunion) | **Project Duration:** 5 months |
| **Beneficiaries:** UFA clients and employees | **Commitment:** 40 days (App) + 25 days (Portal) |
| **Country:** France (Réunion) | **Project Type:** Customer and process digitalization |
| **Industry:** Insurance | **Contract Type:** Fixed-price |

## 02. Client Challenges

UFA aimed to prioritize, streamline, and expedite the processing of customer requests, reduce the time spent on back-office operations and processing durations, and provide clients with a mobile app that enables them to submit requests (e.g., insurance certificate requests) easily.

## 03. Kepler Technologies' Mission

➢ **Diagnosis**: analysis of issues, the existing process, and understanding of business challenges

➢ **Design**: co-designing the target process with UFA to address challenges, including best practices relevant to the insurance context, capitalized by KT over more than 10 years of experience

➢ **Process digitalization**: oversight, development, testing, deployment, and change management

➢ **Training:** after implementing the App and Portal, super-users were trained on the use and administration of the applications.

## 04. Key Competencies Involved

| Technical competencies | Interpersonal competencies |
|---|---|
| ➢ **Business Analysis**: flowcharting, functional specifications, workshops, mockups | ➢ **Communication**: Kepler Technologies' communication plan, using Confluence and Jira tools |
| ➢ **Development**: Xamarin (App), Jira (Portal) | ➢ **Agility**: real-time review and validation of specifications (Kepler Technologies expertise) |
| ➢ **Quality Assurance**: test planning and execution | ➢ **Project Management**: organization and oversight using the Waterfall method |

## 05. Kepler Technologies' Team

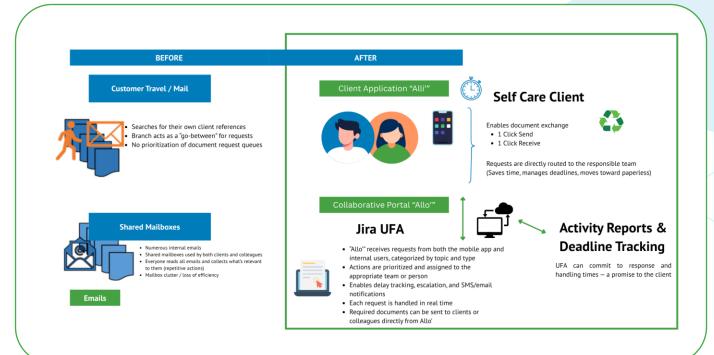| *First and LAST NAME* | *Role* |
|---|---|
| Cyril CRICHTON | Project Manager |
| Marie SARRAUTE | Senior Analyst, Tester |
| Amina CHAYEB | Senior Jira Developer |
| Youcef LEBID | Senior Mobile App Developer |

## ➢ Functional Scope

The **mobile application** enables clients to submit requests or documents related to their contracts, claims, payments, and other matters - a photo is sufficient. On the UFA side, the request is immediately sent to the Collaborative Portal and automatically addressed to the relevant team or contact.

The **Collaborative Portal**, accessible from all workstations at branches or headquarters, allows a user to select the domain and nature of their request and attach one or more documents. As with requests coming from the mobile app, internal requests feed in real-time into the task list of the relevant team or contact, and so on until the request is closed. Upon closure, the requester is notified of the response, with required documents if necessary: by email if they are an employee (with a link to the Collaborative Portal for details), or on the mobile app for clients.

Management has **dashboards** allowing them to track request processing times and extract data by multiple criteria: domain/type of request, date range, by branch or department.

Request domains and types are fully configurable by a UFA administrator.

## ➢ Context & Client Benefits