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**ALLIANZ MALAYSIA TRANSFORMS DIGITALLY TO IMPROVE CUSTOMER EXPERIENCE**

*The successful implementation of Omnichannel Case Management Platform by Dimension Data marks the first of its kind in the insurance industry in Malaysia*

**Singapore, 15 May 2018** – Dimension Data, a USD8 billion global technology integrator and managed services provider, today announced its appointment as Key Business Solutions Partner to [Allianz Malaysia](#) (Allianz). Dimension Data is tasked to enhance the customer experience for Allianz, while setting up a portal that provides in-depth information on customer journeys.

Allianz has been engaging with Dimension Data since 2015, when the team deployed a Voice Contact Centre solution to improve customer engagement. The newly implemented solution enhanced Allianz's processes in handling enquiries and complaints from clients, while providing the team with a holistic view of each client's journey.

[Dimension Data's Global Customer Experience Benchmarking Report \(GCXBR\) 2017](#) revealed that nine channels of communication are now a norm; explaining the rise of digital channels such as email, chat and social media channels. Like 81% of companies surveyed in GCXBR 2017, Allianz recognise Customer Experience (CX) as a competitive differentiator and wanted to further improve its CX capabilities in areas such as First-Call Resolution (FCR) and agent efficiency in resolving enquiries.

It is a timely move for Allianz to move their contact centre to an Omnichannel Case Management Automation Platform, as part of their strategic direction to divert more client enquiries towards digital channels. They also deployed a Client Engagement Management Platform to offer self-service options to customers.

"We take pride in being digital-ready and view digital as a marked investment towards our future. Since the implementation of this Omnichannel Management Platform, we have seen significant improvements which have positively impacted both our operations and customers. We are now seen as a gamechanger in the FSI industry, for being the first local insurer to successfully implement this platform. More importantly, we have managed to improve our customer's experience, giving us a competitive edge in the industry. Our end-customer satisfaction level has increased up to 70% as a result of this project. This is all thanks to

Dimension Data for their collaborative efforts and guidance towards fulfilling our commitment to our customers, said Sean Wang, Chief Operations Officer for Allianz Malaysia Berhad.

“We are glad to play a part in helping Allianz set the benchmark within the highly competitive FSI industry. Our success was highly dependent on the team’s acute knowledge of industry trends to drive this digital transformation. Coupled with our proven expertise in technology and the existing partnership between Allianz and Dimension Data, we have the winning formula to help Allianz do anything they believe in,” said Henrick Choo, Managing Director of Dimension Data Malaysia.

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### **About Dimension Data**

Founded in 1983, Dimension Data is a USD 8 billion global leader in designing, optimising, and managing today’s evolving technology environments. This enables its clients to leverage data in a digital age, turn it into information, and extract insights.

Headquartered in Johannesburg, Dimension Data employs 28,000 people across 46 countries. The company brings together the world’s best technology provided by market leaders and niche innovators with the service support that clients need for their businesses – from consulting, technical, and support services to a fully-managed service.

In the Asia Pacific, we operate in 35 offices across 13 countries. We help clients enable technology, operate their IT infrastructures and transform technology solutions that deliver value. It combines an expertise in digital infrastructure, cybersecurity, customer experience (CX), and digital workplace, with advanced skills in IT outsourcing, IT-as-a-Service, Systems integration services and training.

Dimension Data is a proud member of the NTT Group. Visit us at <http://www2.dimensiondata.com>

### **About Allianz in Malaysia**

The investment holding company, Allianz Malaysia Berhad, a subsidiary of Allianz SE, has two insurance subsidiaries - Allianz General Insurance Company (Malaysia) Berhad (“Allianz General”) and Allianz Life Insurance Malaysia Berhad (“Allianz Life”).

Allianz General is one of the leading general insurers in Malaysia and has a broad spectrum of services in personal lines; small to medium enterprise business and large industrial risks. The GWP for general insurance business for financial year 2017 reached a mark of RM2.14 billion.

Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2017, Allianz Life recorded a GWP of RM2.15 billion and is one of the fastest growing life insurers in Malaysia.

Allianz Malaysia has 37 branches nationwide.

In 2017, Allianz Malaysia Berhad was awarded the Best Corporate Responsibility Initiatives (below RM10 billion market capitalisation) at The Edge Billion Ringgit Club Awards 2017, while Allianz General was recognised as the Best Motor Insurance Company in 2016 by iBanding.com. In previous years, Allianz Malaysia was also awarded the Merit Award for Corporate Governance (CG) Disclosures at the Minority Shareholder Watchdog Group (MSWG) Malaysia-ASEAN Corporate Governance Transparency Index, Findings and Recognition 2016.

To learn more about Allianz Malaysia, visit [allianz.com.my](http://allianz.com.my)

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