

Information Technologies and R&D Activities

The most important work in the field of information technologies in 2021 was the system transition made to ensure that all products of Hayat Emeklilik are issued in the same system.

Türkiye Hayat Emeklilik started its digital transformation movement with the aim of becoming a technology-compatible and -oriented, efficiency-based and high-quality service provider. Accordingly, an organization was established to implement modern business processes in parallel with the rapid development of information and communication technologies, and projects were implemented to renew and strengthen the technological infrastructure.

Main objectives of Türkiye Hayat Emeklilik's information technology activities can be summarized as follows:

- Improvement of infrastructure and operations,
- Resource optimization/productivity and satisfaction increase,
- Increase of institutional maturity and project success,
- Fulfilment of customer/market demands,
- Regulatory/legal obligations,
- Application code architecture/performance improvement.

The most important work in the field of information technologies in 2021 was the system transition made to ensure that all Türkiye Sigorta products are issued in the same system. In addition, deduplication of reports and product infrastructures speed up the Company's processes substantially.

PROJECTS FOR 2021:

1. Türkiye Hayat and Emeklilik Merger Project

Whole data of all companies, including history and other details were combined through Atlas application. Thus, the processes and integrations which run in the other applications can meet the current work-related needs in the new environment during operation.

As part of the project, the works under the following main titles were carried out and an additional phase, other than minor developments was not needed after the project went live;

- All data in Halk Emeklilik and Ziraat Emeklilik applications were transferred to Atlas.
- The whole data transfer process was completed within the planned period and budget of the project by a team composed of the Company analysts (5) and software developers (3) and Agito employees (5), without getting support from Vizyonexs company, the owner of the application subject to transfer.
- Common PPS customers were combined as a single customer.
- Company-based unique data in Atlas and the institutions with data relation [Insurance Information Center (SBM), Pension Monitoring Center (EGM), Takasbank, Social Security Institution (SSI)] were deduplicated.

- Current integrations of bancassurance and the companies which receive the transfer, with the other institutions were achieved.
- Active and passive product definitions of the companies were made in Atlas application.
- Developments for the additional contents which show up as a result of the difference analysis.
- Data and process integrity of the environment - system integrations were provided.
- Improvements for performance increase were made by analyzing effects of the increased data, with detailed performance tests.
- Update activities were performed in Data Warehouses of Target Systems:
 - o Company data combined within the merger were transferred to Data Warehouse of Target Systems,
 - o Performance of ETLs (The systems used to transfer data between two different locations) which enable the daily data movements in the Main Insurance Application to be transferred to Data Warehouse was improved after migration,
 - o In Data Warehouse of Target Systems, the reports affected by the merger were reviewed.

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Developments of the model integrated into SBM, processes and technical infrastructure were completed in conformity with the new web service architecture offered by SBM.

2. Emlak Katılım Bankası Integration Project

Online sales, collection, cancellation, settlement, channel/source and commission integration of Credit Life, PPS and Optional Life products with Emlak Katılım Bankası were performed.

3. Insurance Information Center (SBM) Common Data Model Project

Developments of the model integrated into SBM, processes and technical infrastructure were completed in conformity with the new web service architecture offered by SBM.

Data transmission activities are in progress under the responsibility of the relevant business unit.

4. TEFAS Project

Pursuant to the measure no. 217 in Presidential Annual Program for 2019, performance of trade transactions of the pension mutual funds via TEFAS platform was ensured. For their contracts in THE company, participants can buy and sell the private pension funds established by the other pension companies. Besides, they can trade the pension mutual funds in THE system, for their contracts in the other companies.

5. Turkcell Finansman AŞ Credit Life Integration Project

Instantaneous credit life insurance integration was achieved in product sales processes of Turkcell Finansman AŞ.

6. PPS under the Age of 18

- It was ensured that the individuals aged under 18 were included in private pension contracts on their own account by means of their guardians.
- Aksaray Headquarters Additional Service building was evacuated, and products serving the location were reserved for reuse in IFM (Istanbul Finance Center) infrastructure.
- Server, storage, database and application configurations were performed for the Participation Company Infrastructure Project.
- The endpoint transformation for Local Power Plant Merger Project was completed.
- Local standby was created for Atlas database for use in case of a physical failure in the current Atlas database servers after the transition and to provide data security.
- Thanks to Central Antivirus Consolidation Project, antivirus deduplication was ensured in companies.
- Applications/DLP (Data Leakage Prevention) used for data security while sending and receiving e-mails were collected at a single point, and put into service after their installations were completed.

PROJECTS PLANNED FOR 2022:

The company continues its preliminary analysis, effort and portfolio planning works for the projects determined for 2022 and beyond. The important projects planned to start in 2022 are as follows:

- **Istanbul Finance Center LAN Project:** Wired and wireless local area network infrastructure (LAN) will be designed and built for the new Headquarters building, where the company will move to, and system communication integration will be provided.
- **New Data Center and DRC Design Project:** New Data Center, Disaster Recovery Center (DRC), and network and security infrastructures will be redesigned in order to maximize corporate security and service continuity. A more modern structure will be built to ensure that the services are resumed as soon as possible in case of a disaster.
- **Data Center Transfer Project:** Current data center infrastructure will be examined in terms of application dependency and backups in consequence of exploration and analysis activities and uninterrupted transfer to the new data center will be planned. The systems will be moved and put into use gradually in accordance with the plan. Emergency/action plans, policies and procedures will be redesigned.



- **DHCP and DNS Consolidation Project:** IP distribution and DNS systems serving in different systems will be consolidated and the security level will be increased.
- **Security Infrastructure Modernization Projects:** Projects that will increase the level of security will be conducted, such as restructuring document classification and data leakage systems and web application firewall, expanding the use of out-of-office cloud proxy servers and transforming user-based access management.
- **Exadata Consolidation DB Design Activities:** The Exadata that are included in the inventory after the merger project will be consolidated, and the Exadata to be used will be determined.

- **TRIS Active Directory Consolidation Project:** User computers, servers, applications will be released from their old domain dependencies; client images will be prepared for the TRIS domain and the clients in the old domain will be transferred to the TRIS domain gradually; application dependencies of old domains will be determined with business units and transferred to TRIS domain; and old domains will be closed after they are released from application dependencies.
- **Identity Manager Project:** The project was implemented for secure authentication and effective user management for all applications used within Türkiye Hayat Emeklilik to provide service to customers.

- **IT Asset Management Project (CMDB):** Within the scope of the merger, all software and hardware inventories used in the IT organization were identified as well as existing inventories and required services in the organization. Supplier management is performed actively with the project, which provided advantage in terms of budget saving as action was taken only at the point of services needed within the organization.
- **Big Data:** All operations made through applications are processed in the big data system. Customer segment analysis, fraud management, campaign management and all analyzes required by the organization will be prepared on the big data platform within the scope of project.

- **Cyber Security Operations Center (SOC):** It is the operation center that works on a 24/7 basis to detect and prevent possible cyber security attacks through the web applications and mobile applications provided. As part of the project, cyber security teams monitor all systems 24 hours a day and 7 days a week, and prevent possible attacks with cyber security applications.
- **Transition to Network Operation Center (NOC) Structure:** It is a project carried out to ensure that all web and mobile applications serve customers without interruption by deduplication of the company servers and data center.