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 Türkiye Sigorta products are issued in the same system.

Türkiye Sigorta started its digital transformation movement with the aim of becoming a technology-compatible, lean-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.

The main objectives of Türkiye Sigorta'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.

Bancassurance Project
In 2021, Bancassurance Projects were launched in Ziraat Bank and Halk Bank channels with the participation and support of all stakeholders in order that all distribution channels operate through a single insurance software package after the companies gathered under a single roof and formed a national and strong insurance company.

Business processes and products were systematically deduplicated first, and then integrated with the Pusula system, which offers a dynamic and technologically strong infrastructure.

With the project put into use as of November 1, 2021 upon the completion of all software and development activities, business intelligence, reporting and finance applications were updated in line with the new insurance package as well as ensuring simplification in products, single product usage in different bank channels and single price strategy.

Data Transfer Project
After the Insurance Companies Merger Program, it was decided to use a more functional package developed with the Company's resources instead of using two different elementary insurance packages. In parallel, the Data Transfer Project was launched for all elementary insurance data generated from Halk Sigorta and Ziraat Sigorta systems.

Through the product matching works as part of Data Transfer Project, approximately 850 product tariffs were matched. Starting in July 2021, the works were carried out in five different phases, and the transfer process was completed as of October 2021. Approximately 85 million policies/addenda and about 2 million damage files were transferred in relevant phases.

Data about the other insurance processes related to such data were transferred as well. All business processes and data parallel to the Bancassurance Project were developed with the Company's resources, and insurance package was adapted to Pusula. After the data transfer, a more effective process management was ensured by combining all insurance processes under the roof of a single application.

The pros of the project were:
- To operate data and operational processes effectively via Singular Non-Life Insurance Application,
- To manage channels effectively and contribute to the target of increasing production through deduplication of systems,
- To enable data reporting and analysis from a single source,
- To report and evaluate data effectively, and create a significant added value by processing data,

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Within Pusula Data Transfer Infrastructure Project, additional development activities in the infrastructure and the works regarding the server, storage and database consolidation were carried out.

- To provide the opportunity to create added value on data with campaigns, customer analysis, customer behavior analysis, CRM, artificial intelligence tools and algorithms,
- To create data opportunities for projects aiming to increase customer satisfaction and loyalty by analyzing customer data,
- To manage products more effectively through the deduplication of job acceptance conditions, approvals and supplementary insurance operations,
- To adapt all basic insurance data in Ziraat Sigorta and Halk Sigorta systems to Türkiye Sigorta Main Insurance Application.

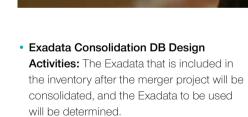Other projects conducted in 2021 include:
- Within Pusula Data Transfer Infrastructure Project, additional development activities were performed on infrastructure with server, storage and database consolidation works; middleware works were conducted; the applications were transferred to or reinstalled on these environments; circuit capacities and device capabilities were measured and their efficiency was increased before data merging studies; a joint monitoring system was set up for server, network and security equipment and infrastructure applications used in information technology infrastructure; and fault monitoring system was put into use.

- 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 in 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.

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 is included in the inventory after the merger project will be consolidated, and the Exadata to be used will be determined.
- **DB Design Activities for Pusula Database Performance:** Pusula database is structured according to Oracle 10G version. Pusula database structures such as tablespace, partition etc. need to be updated to achieve performance by using the new technologies found in the new versions of Oracle.
- **TRS Active Directory Consolidation Project:** User computers, servers, applications will be released from their old domain dependencies; application dependencies of Güneş Sigorta exchange servers will be released and closed; client

images will be prepared for the TRS domain and the clients in the old domain will be transferred to the TRS domain gradually; application dependencies of old domains will be determined with business units and transferred to TRS 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 Sigorta 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 was 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 is 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 the 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.