

CASE STUDY

InCubis 2.0 Implementation: A Success Story from Wiener osiguranje VIg, Banja Luka

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Slaviša Šikanjić, Head of IT at Wiener osiguranje VIg

CLIENT OVERVIEW

Wiener osiguranje Vienna Insurance Group, headquartered in Banja Luka, as part of the Vienna Insurance Group (VIG), operates across life and non-life insurance lines, delivering tailored solutions for a wide range of clients in Bosnia and Herzegovina. Founded in 1992, the company combines global expertise with local knowledge to provide exceptional insurance services. With a focus on ensuring clients are well-protected and empowered to achieve their goals, it stands as a trusted partner in the industry.

PROJECT OVERVIEW

Since 2009, Wiener osiguranje VIG has partnered with InCubis to support its IT operations in the Life insurance segment.

In 2024, Wiener osiguranje VIG made the strategic decision to upgrade its core insurance system for Life insurance from the existing CUBIS platform to the more advanced **InCubis 2.0** system. One of the biggest challenges was ensuring a seamless transition to the new technology while maintaining the stability of existing processes. The transition to InCubis 2.0 is a critical step in Wiener osiguranje's journey towards greater efficiency and modernization in area of Life insurance business. The goal was to transfer Wiener osiguranje onto a more modern platform and to ensure continuity and stability of all processes at the same time.

Key Goals:

- ✓ Implement a modern web-based platform
- ✓ Ensure stability of existing processes
- ✓ Ensure seamless migration
- ✓ Improve user experience

PROJECT IMPLEMENTATION: PHASES AND TIMELINE

1. Analysis and Migration of Existing Roles

The first step in the implementation process was a detailed analysis of the existing CUBIS system to identify essential roles and functionalities that needed to be migrated into the new system. The migration of all roles and permissions was fully automated using preconfigured scripts. Core objects such as offers, policies, invoices, and partner information were preserved in their original database to ensure data integrity during the migration. Through careful planning it was important to ensure that all critical functions from the previous system were maintained in InCubis 2.0.

2. System Testing and Quality Assurance

Once the data and processes were prepared for migration, we established a comprehensive testing environment. The test cases were designed to simulate real-life insurance operations, including sales and back-office processes. This rigorous testing phase helped identify potential issues early on, ensuring that the transition to production would go smoothly and without major disruptions. The established compatibility with existing processes allowed us to concentrate on testing the global functionalities.

3. Education and Training

In parallel with testing, we conducted training sessions for Wiener osiguranje's IT department and key business users. These sessions were critical to ensuring that employees were comfortable navigating and utilizing the new system. The training covered all aspects of InCubis 2.0, from general system use to specialized functions for the IT team, enabling them to manage future system updates and troubleshoot effectively.

4. Go-Live and Production Transition

The final phase of the project was the transition to production in September, following the summer vacation period to ensure key personnel was available. The transition was supported through a combination of on-site and remote assistance to promptly resolve any issues that emerged. This approach provided Wiener osiguranje with the assurance that their day-to-day operations would continue without major disruptions.

RESULTS AND KEY BENEFITS

The successful implementation of InCubis 2.0 resulted in several critical improvements for Wiener osiguranje VIG:



Modernized IT Infrastructure: The new platform provides a state-of-the-art web-based system that improves both internal operations and customer-facing services.



Improved Customer Experience: Faster, more intuitive user interfaces and processes make it easier for customers to interact with the system.



Seamless Integration with External Partners: The ability to connect and share data with external partners has been greatly improved, strengthening collaboration across the insurance ecosystem.



Advanced Document Management System (DMS): The upgraded DMS offers better document storage, retrieval, and security, improving operational efficiency.



Enhanced Security: The transition to InCubis 2.0 included a suite of enhanced security measures that align with modern standards, ensuring that Wiener osiguranje's business remains protected.



Business Continuity and Stability: By ensuring compatibility with the previous CUBIS system, Wiener osiguranje successfully maintained uninterrupted key business processes, providing a stable environment and full range of functionalities.

CLIENT TESTIMONIAL

Slaviša Šikanjić, Head of IT at Wiener osiguranje VIG:

"The implementation of the InCubis 2.0 system has provided Wiener osiguranje with long-term technological improvements and enhanced the quality of our key business processes. Focus on security, connectivity, and user experience drove our commitment to integrating this new system into daily operations. The support we received from the InCubis team during and after the implementation was exceptional, significantly easing our transition to production. We are confident that this system will continue to support our technological advancement while ensuring the satisfaction of all our key system users and clients."

FUTURE PROSPECTS

As Wiener osiguranje VIIG continues to evolve, the InCubis 2.0 system will serve as a **foundation for future innovation and system optimization**.

Further system enhancements are already underway, leveraging new technologies to boost operational efficiency, enhance customer service, and ensure compliance with future regulatory requirements. The ongoing partnership between Wiener osiguranje and InCubis ensures that as the insurance industry evolves, the IT infrastructure will remain robust, flexible, and capable of supporting Wiener's growth and ambitions. With InCubis 2.0, Wiener osiguranje is better positioned to navigate the challenges of the digital age while continuing to provide top-tier services to its clients across Bosnia and Herzegovina.

ABOUT IN CUBIS

InCubis is an IT company specializing in the development and implementation of information systems for insurance. For the past 32 years, we have been providing our clients with comprehensive support in the digitalization of all insurance business processes.

32+

Years of experience

35+

Implementations

100%

Focus on insurance

SOME OF OUR PARTNERSHIPS

We are pleased to work with renowned insurance companies in the region, including:

