

Customer Reference

VIVAT

VIVAT is the parent company for the insurance brands Zwitserleven, Zelf, Route Mobiel, Reaal and nowGo and the wealth management firm ACTIAM. We are a young organisation with many years of experience, and over the past 150 years the current VIVAT group companies have helped customers to increase their financial independence. Our predecessors in title embraced development and solidarity as part of their company ethos, and to this day VIVAT remains a socially aware and reliable insurance group which places a premium on customer service.

New CRM application

In order to help further these objectives, VIVAT has been working on implementing a single CRM software application. “Until recently, each of the VIVAT labels used its own CRM system, but now we will be replacing this with a single system across the entire organisation”, Cor Warffemius explains. “We opted for Pega and their customer engagement software. Our challenges are mainly related to the need to integrate different sets of procedures and the fact that we’re dealing with a CRM application which we have never used before.”

Testing performance on Pega

VIVAT enlisted the services of Valori to conduct the performance tests on this Pega system. “We wanted to see how the system would perform if adopted by a large group of users. Pegasystems referred us to Valori, one of the few companies in the Netherlands with expertise in Pega performance tests.” Valori’s team of Pega performance engineers temporarily relocated to VIVAT’s offices, backed up by Valori’s other Pega experts where necessary.

Valori: fast and accurate performance testing

“The support we received from Valori helped us to quickly and accurately assess the software’s performance. It taught us what changes we needed to make, which we then went on to implement in the system. What makes Valori really stand out is their testers’ ability to look beyond the parameters of the project at hand, and they certainly came through for us this time. Valori couldn’t have done a better job for us, and we have already successfully completed part of the new system’s implementation process.”

