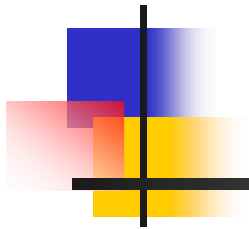


# @Qualitrack

## Outsource your procedures



An offer from



in cooperation with



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## Promotion in partnership SERENDI

- SERENDI gives you access to its IT solution @Qualitrack to host your procedures
- SERENDI puts its expertise at your disposal for the re-engineering and implementation of the procedures as well as its tracking tool
- SERENDI helps you with later adjustments and modifications of the procedures
- SERENDI proposes you optionally a quality training and an application hosting



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## Promotion in partnership HEPTA CONSULT

- HEPTA CONSULT brings in its life assurance experience
- HEPTA CONSULT certifies the compliance of the proposed methods and procedures with the current Luxembourg legislation and their consistency with market standards



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# @Qualitrack Your advantages

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- A rigorous implementation of the procedures and easy to handle updates on an efficient IT tool
- A solution that is perfectly in line with the size of your company
- Access to a team of high level professionals in their respective areas of expertise
- No need to engage your own experienced staff to ensure the implementation of the procedures and the follow up of quality
- Potential access to an ISO 9001-2000 quality certification

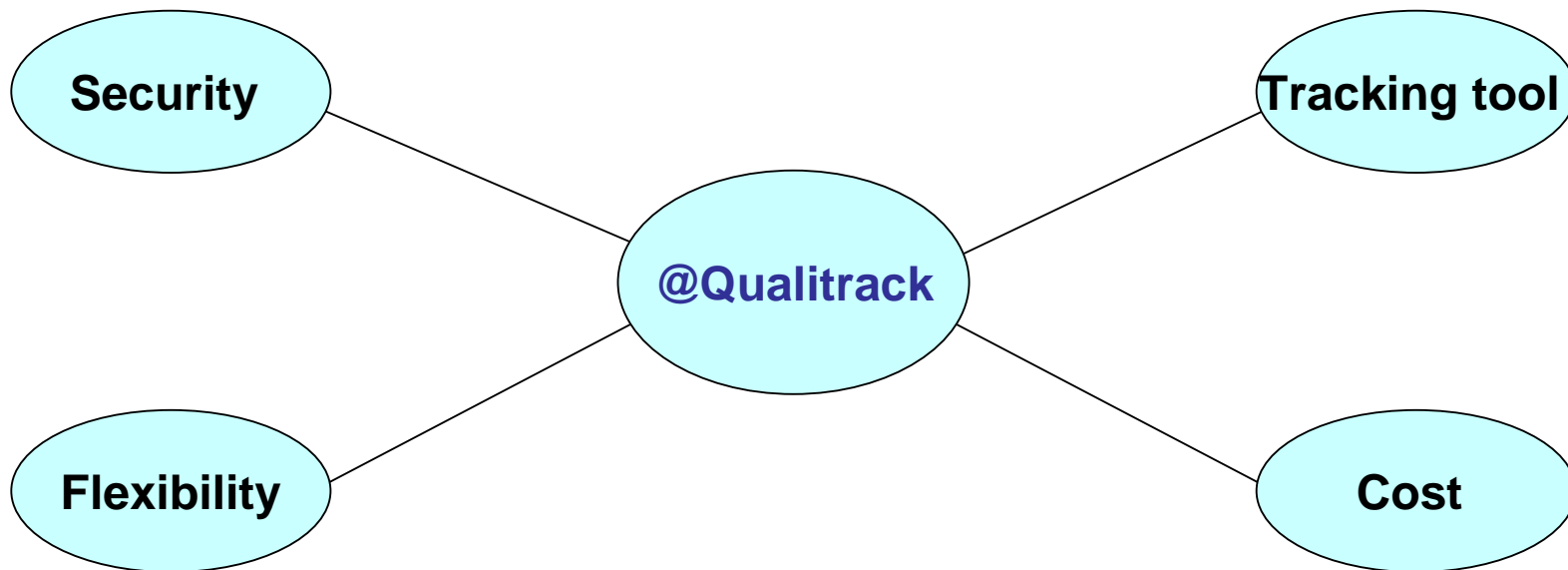
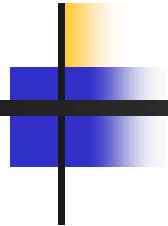


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Your needs



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# @Qualitrack Security

- @Qualitrack guarantees a well documented and precise implementation of your procedures
- @ Qualitrack gives you the means to install a modular access to the procedures for your staff
- @ Qualitrack assures your protection via a hierarchical and controlled access to modifications
- @ Qualitrack puts you at ease for the long term – you won't any longer depend on volatile own resources



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# @Qualitrack Tracking tool

- @Qualitrack enables you to track all undesirable events that happen at the level of your administration
- @ Qualitrack gives you access to a structured analyses of such undesirable events
- @ Qualitrack allows you to present in real-time the quality of your administration
- @ Qualitrack enables you do survey closely the implementation of corrective measures and of their results



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# @Qualitrack Flexibility

- According to your needs and procedures in place you can ask for the implementation of your entire procedures or of part of them on @Qualitrack
- @Qualitrack eases up later modifications of the procedures by helping you to identify the other areas concerned by a change
- If you want to outsource a maximum, you can opt for the application hosting proposed by SERENDI. In that case SERENDI will take care of the hosting and maintenance of your tool



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# @Qualitrack

## Costs under control

- The outsourcing of the procedures on @Qualitrack is an investment that bears fruit over a long period of time
- The access to the expert resources from SERENDI and HEPTA CONSULT avoids you having to recruit your own experts
- The application hosting option proposed by SERENDI avoids you having to employ a permanent quality manager
- @Qualitrack creates an environment that encourages positive interventions by your staff



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# @Qualitrack Confidentiality

- @Qualitrack will be installed on your own in-house server
- If you opt for the hosting by SERENDI, @Qualitrack will be installed on a confined area of a server located in the premises of a service provider of SERENDI either in Luxembourg, or in France or in Switzerland
- If you wish so, your tool could also be hosted on your own dedicated server



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# @Qualitrack

## Main advantages

- A proven IT solution
- A professional provider to organize, document and follow your procedures
- A renowned firm of consulting actuaries guaranteeing the consistency of the selected methods and procedures
- A reasonable budget which avoids you having to engage expensive staff



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# @Qualitrack

## Next steps

- Demonstration of @Qualitrack
- Definition of your expectations and needs
- Pre-audit of your procedures
- Estimate of the implementation costs
- Audit and re-engineering of the procedures
- Implementation of @Qualitrack



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# @Qualitrack Contact

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