



30 November 2020

## Introducing our NEW insurance administration system, Nimbis!

Dear Safire Broker,

We are excited to confirm that Safire has partnered with Concourse IT and have moved onto Nimbis for our insurance administration system from **1 December 2020**.

A dedicated project team evaluated many systems and spent considerable time with different service providers to find a partner who understands our tag line of **Short-term insurers, Long term partners**. We made the strategic decision to partner with Concourse IT and their Nimbis system in August 2019 and have spent the last 16 months working with the Concourse IT team developing our customised niche products on Nimbis and testing the functionality of the system.

We are delighted to be going live effective **1 December 2020**, (Monday 30 November) with the full history of our previous system (Flexi) being migrated into Nimbis.

Attached please find a sample schedule to get the look and feel of our new, improved schedules which will be sent out from 1 December with any new policy or endorsement. Please can you proofread all the new schedules sent to you, before sending on to clients, to do a final check on all the information.

As with any new system, we take cognisance of the possibility of teething challenges whilst we change over and will appreciate your assistance, patience, and input. Please report any underwriting challenges or schedule typo's directly to our underwriting department as you would normally do.

Please will you also check ALL other correspondence coming out of our new system and if any typing mistakes have crept in please will you email [nimbishelpdesk@safireinsurance.com](mailto:nimbishelpdesk@safireinsurance.com) so that we can fix it immediately.

If anyone has any concerns or challenges, please give Candy Naidoo (Head of Operations: Underwriting) a call or drop her an email ([cnaidoo@safireinsurance.com](mailto:cnaidoo@safireinsurance.com)).

<https://nimbis.co.za/>

*At Concourse IT we firmly believe that technology should serve as an enabler, improving and enhancing every aspect of your business. Further, that this enablement process is a continuous journey, forever evolving with the changing business and technology environment. So, when Safire Insurance chose NIMBIS as their Insurance*

*platform, we were absolutely delighted to become a “long term partner”, embarking on this journey with them.*

*The flexibility and versatility of NIMBIS, to support the existing business process of Safire, was key to the successful implementation. Allowing the Safire implementation team to design and build their own unique products with the NIMBIS Product Builder and configure the system to support the quote, policy, renewal, client and claims lifecycle with cross-company workflows, task allocation and escalations based on pre-defined events. Once the initial foundation was put in place, with additional development enhancements to support the Safire business process, we were able to digitally migrate all policies, claims, financials and history, including documents, from their legacy system into NIMBIS.*

*Together we were able to create the Safire Insurance eco-system in the cloud for all of their partners and role-players to collaborate in the full policy life-cycle, whilst providing Safire with a birds eye view of their risk exposure. We really look forward to continuing this journey as “long term partners”.*

*Jason Judge (Technology) & Rudi Bedeker (Business) – Joint Managing Directors*

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### ***Bekendstelling van ons NUWE versekeringsadministrasie-stelsel, Nimbis!***

*Beste Safire Makelaar,*

*Ons bevestig graag dat Safire met Concourse IT hande gevat het, en dat ons vanaf **1 Desember 2020** na Nimbis oorskuif as ons versekeringsadministrasie-stelsel.*

*’n Toegewyde projekspan het verskeie stelsels ge-evalueer en het aansienlike tyd met verskillende diensverskaffers spandeer ten einde ’n vennoot te identifiseer wat ons leuse, **Korttermynversekeraars, langtermyn vennote**, verstaan. Ons het in Augustus 2019 die strategiese besluit geneem om met Concourse IT en hulle Nimbis stelsel saam te span. Oor die afgelope 16 maande, in samewerking met die Concourse IT span, het ons ons nisprodukte op Nimbis ontwikkel en die funksionaliteit van die stelsel getoets.*

*Ons is verheug dat ons nuwe stelsel op **1 Desember 2020**, (Maandag 30 November) met die migrasie van die volle geskiedenis van ons vorige stelsel (Flexi) na Nimbis, in werking tree.*

*Vind asseblief hierby aangeheg ’n voorbeeld-skedule, ten einde vertrouwd te raak met die uitleg van ons nuwe, verbeterde skedules. Hierdie sal vanaf 1 Desember met enige nuwe polisendossement uitgestuur word. Proeflees asseblief alle nuwe skedules wat ons aan jou stuur voordat hierdie aan kliënte aangestuur word, ten einde ’n finale oorsig van alle inligting te doen.*

*Soos met enige nuwe stelsel, is ons bewus van die moontlikheid van uitdagings gedurende die oorskakelingsproses, en doen ons ’n vriendelike beroep op julle vir bystand, geduld en insette. Rapporteer asseblief enige onderskrywingsuitdagings of spelfoute in die skedule direk aan die onderskrywingsafdeling, soos wat jy normaalweg sou doen.*

Gaan asseblief ook ALLE ander dokumentasie wat deur ons nuwe stelsel gegenereer word, noukeurig na, en indien enige tikfoute ingeglip het, stuur asseblief 'n epos aan [nimbishelpdesk@safireinsurance.com](mailto:nimbishelpdesk@safireinsurance.com) sodat ons hierdie onmiddellik kan regstel.

Indien daar enige bekommernisse of uitdagings mag ontstaan, kontak gerus vir Candy Naidoo (Operasionele Hoof: Onderskrywing) telefonies of per epos ([cnaidoo@safireinsurance.com](mailto:cnaidoo@safireinsurance.com)).

Jy kan meer inligting oor Nimbis verkry deur op die volgende skakel te klik: <https://nimbis.co.za/>

Kind regards / Vriendelike groete

**Bennie Boshoff**

**GENERAL MANAGER: SHORT-TERM DIVISION**

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