



OPERATIONS 360° VIRTUAL TOURS

VIDEO TRANSCRIPT

SAN ANTONIO Insurance

Welcome to the virtual tour of our Intelligent Operations Center in San Antonio.

This short video can be paused at any point if you want to look around for longer. If you are watching this on your laptop, you can navigate the 360-degree experience using your cursor or touchscreen. You may also use a virtual reality headset for a fully immersive experience.

Ready?
Let's go!

Welcome to San Antonio!

San Antonio is the seventh-most populous city in the United States. It is a major city in south-central Texas with a rich colonial heritage. It is also one of the leading vacation destinations, with more than 34 million people visiting each year.

Our San Antonio Intelligent Operations Center is one of our 50+ centers around the world dedicated to enabling your journey to intelligent operations, and one of 15 centers that specialize in driving exceptional innovation needed to build an Insurance function that's ready for the future.

This facility, like all our other locations, is fully ISO® 14001 Environmental Management System-Certified. From smart meters to renewable energy, we continue to assess and

minimize how we impact our environment.

Our diverse team of industry, functional and domain experts work together in a collaborative and innovative space at this facility.

This includes experts focused on Insurance offering – which includes:

- Employee Benefits – both group and voluntary
- Individual – both life and annuity
- Property and Casualty
- and Retirement Services

It's here that we work with you to transform your insurance operations into a digital, cost-efficient, agile operating model.

With intelligent operations at the heart of your enterprise, you can redefine your customer experience while accelerating your innovation agenda and driving sustainable growth.

Our end-to-end Insurance services can be tailored to meet the unique needs of your business.

At the heart of our approach for accelerating the journey to digital, data-driven, intelligent operations is our SynOps platform.

Here, in our SynOps hub you can take a good look at how we bring intelligent operations to life for your business.

SynOps orchestrates the optimal combination of human + machine talent, driven by data



and insights, to create an evolved, intelligent operating model, to deliver target business outcomes.

The SynOps dashboard help us continuously monitor the performance of people and technologies. Ultimately, giving us the control to get ahead of issues before they become critical.

Exceptional talent.
Innovative technology.
Powerful Insights

SynOps is powering intelligent operations.

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