

Keylane SaaS

IT solutions built to unburden



Introduction

The insurance and pension industry is transforming rapidly.

Consumers today expect service to be instantaneous, experiences to be seamless, and processes to be simple. So when it comes to insurance and pension administration, why would end users expect any less?

Keylane delivers SaaS platforms that are built to be adaptable to the

business requirements of insurance providers and the evolving demands of their end users.

We are a one-stop-shop that takes end-to-end responsibility for our clients' platform needs.

Our SaaS offering is centered around three core commitments:



Deliver agile solutions

We don't just offer you a platform to serve your customers today, but also your customers of tomorrow. A key principle of being agile is the ability to seamlessly scale with our customers' growth.



Drive cost efficiency

Because of much lower infrastructure and maintenance costs, SaaS business applications considerably reduce the costs you'll spend on IT, which frees you up to focus investment on your core objectives, such as customer experience, business growth and new product/service offerings.



Unburden our clients

With Keylane's SaaS platforms, the burden and management of compliance, security, and regulation is a thing of the past.

**Today. Tomorrow.
Keylane builds better
solutions for an
adaptive future.**

Enabling your business to grow



More upgrades and faster innovations

Frequent upgrades result in simpler, predictable and more stable upgrades. This in turn leads to more agility and greater innovations. This is why we are working towards a ship-when-ready upgrade model. Once a feature has been completed and tested, we deliver it to our clients without delay.

This ensures IT is no longer the roadblock toward innovation within your company.

Currently we provide 12 upgrades a year.



Always compliant

The continuous increase and demand of risk and compliance requirements is often viewed as a hindrance to innovations and competitive potential within the insurance and pension industry.

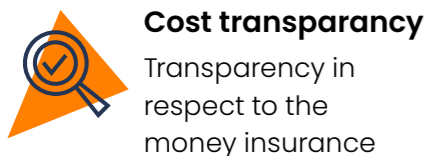
But you can leverage your ability to stay compliant and turn it into a competitive

advantage. With Keylane SaaS, we guarantee that you are able to stay compliant with all rules and regulations, now and in the future. This enables you to focus time and resources on building better products, services and customer experiences.

When choosing a true SaaS provider, you are opting-in for much more than a provider that simply takes care of the hosting and the security of your customers' data. You are choosing a solution that will support you with your risk and compliance requirements.



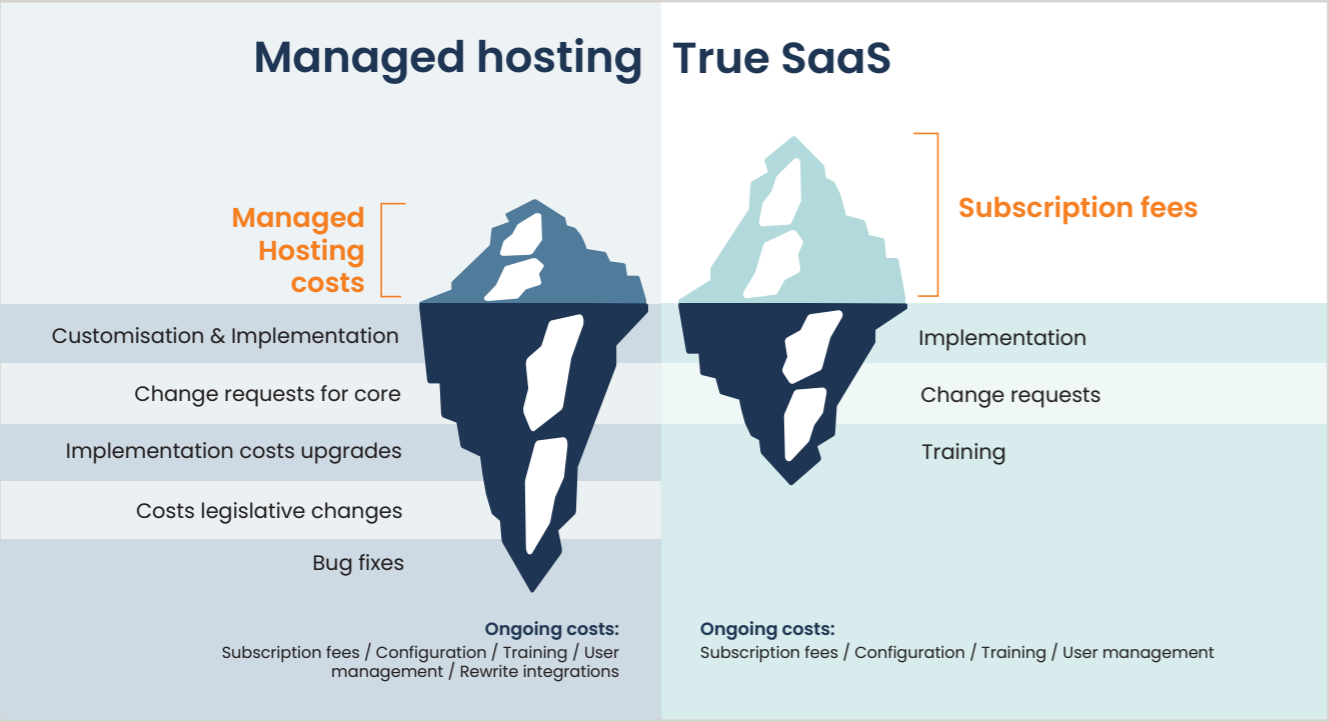
Predictable costs with Keylane SaaS



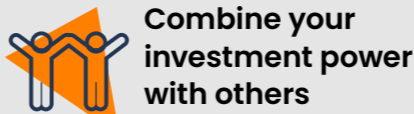
Cost transparency
 Transparency in respect to the money insurance companies and pension providers spend on – or because of – their IT needs, can be difficult to obtain and quantify. This is especially true for platforms that involve a lot of infrequently upgraded custom code. With platforms that are delivered alongside managed hosting, confusion tends to grow when such services are confused with SaaS.

The biggest difference here is that the cost of upgrading a SaaS platform is included within the subscription fee, whereas with managed hosting you will get a separate invoice for the efforts required to upgrade your platform. If you have a lot custom code, this can be an unpredictable metric.

The Keylane SaaS offering is such that all efforts required to upgrade your SaaS platform are part of the subscription fee. And we strongly feel that it is our responsibility to ensure our platforms do not limit your ability to comply with rules and regulations. Therefore, all changes required to the core are also included in the subscription fee.



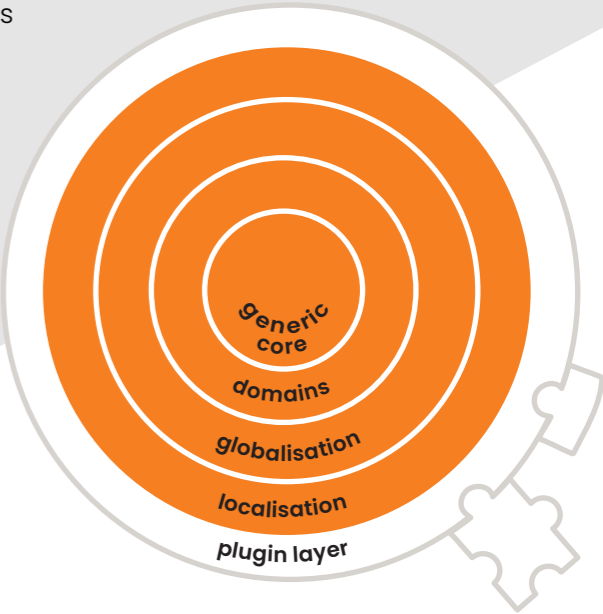
Keylane has opted to build 100% standard core administration platforms



Combine your investment power with others
 Increased competition, lower interest rates and the prevalence of price comparison services have all led to lower premiums, which drives the industry toward a more cost efficient model. Today, insurance companies and pension providers rarely consider building their own core administration solutions. Instead, they look to software vendors who can offer a standard system, such that they may leverage the economy of scale that SaaS solutions enable. These platforms offer support for standard insurance or pension products and processes.

Keylane has opted to build 100% standard core administration platforms. We have accomplished this by building platforms that contain all core functionality required by our clients. This includes support for legislative requirements within the different countries we support. How customers use this functionality is entirely configurable.

At the same time, we recognise the need to extend our standard functionality for our clients, especially when it comes to interfacing with external systems. To address this we have implemented a plugin architecture which has generic extension points. This allows for plugins to be developed and released independently from the core.



A cumulation of our standard software and the daily operations



Keylane SaaS

Keylane SaaS is a cumulation of our standard software and the daily operations involved to ensure everything is running smoothly, this includes implementing monthly upgrades of the standard software. With such a combined offering we are able to take end-to-end responsibility to ensure the core platform always does what it is supposed to do. Out of the box, these standard platforms come with all the functionality required by insurance companies and pension providers. This includes market standards for our target geographies and the ability to comply with local regulations. How - and if - you use this functionality is completely configurable by our clients. Thereby enabling them to define how they use our software. Within our SaaS offering all standard

ITIL processes are in place, enabling our clients to comply with laws and regulations like GDPR and Solvency II. Keylane will also provide various market standard certifications (ISO27001:2013 certified) and assurance reports (ISAE3402 type II reports) to enable internal and external reporting.

We closely monitor our services based on clearly defined KPIs, such as availability, performance and the number of priority one production interruptions and restore-test results. And we constantly monitor the security needs of our clients to make sure we are providing them with the highest security standards.

The basis for our security governance, recommended by supervisory authority guidelines, is the three lines of defence model, which is ownership, oversight and assurance.

In the event that we fail to deliver on our commitments, we understand that your business may suffer, and will provide service credits for discounts on our SaaS fee.



Keylane Cloud

For clients that are looking for a cost-effective solution, our Keylane private cloud, which is hosted in NorthC TIER III datacentres, is the way to go. We have partnered with VMWare to create a software defined datacentre that results in a state of the art platform to deliver our private cloud.

The Keylane private cloud is completely optimised to fit both the requirements of our software and the needs of our clients.

At the same time, if you require scalability at short notice, we have a multicloud offering combining Keylane private cloud with any public cloud.



Keylane SaaS empowers lasting partnerships

Although cost efficiency is a motivator for those looking to migrate to a new platform, what matters to our clients is working with a trustworthy partner committed to a successful implementation.

You will find that partner in Keylane.

We understand the risk involved for our clients when implementing a new core platform. There is risk for us too.

Our SaaS fee is based on the value of our clients' portfolios managed via our SaaS platforms. If we fail to migrate all our clients policies to our platforms, we will not recuperate our full SaaS fees. By taking onboard this financial risk, we are highly incentivized to achieve 100% successful implementations and migrations, which gives our clients the peace of mind of knowing that we aim for short implementation phases with all potential issues calculated for in advance.

As an industry-leading SaaS platforms provider, we have the experience you can rely on.

More and more companies are seeing that adapting with Keylane's SaaS is the answer to ensuring continued growth and future success in an increasingly unpredictable world.

At Keylane we work with you to develop flexible, agile, and scalable solutions that meet changing industry demands and sharpen your competitive edge.

But we don't stop there...

We unburden our clients by taking end-to-end responsibility, leaving you free to focus on achieving your core business objectives.

Ready to unlock tomorrow?

About Keylane

Keylane is a leading SaaS platform provider for the insurance and pension industry. Keylane empowers the insurance and pension industry to transform their business and achieve their goals through innovative solutions that redefine how insurance software works. Over 225 clients across Benelux, Nordics and DACH regions run their business on Keylane platforms.





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