



**Silwana Infotech**  
Investing into Innovation

CASE STUDY

# Making Policy Management Easier for Users with Our Tawuniya Insurance Mobile App



**Country**

UAE

**Domain**

IT Services

## CHALLENGE

Set up on 18th January 1986, Tawuniya our client is the first national insurance company from one of the biggest country in Middle East in Saudi Arabia. The Riyadh-based company provides over 60 types of insurance including medical, motor, property, fire, engineering, marine, and so on. At present, the paid-up capital of the company is SR 1250 million.

With their client base increasing by leaps and bounds, the company needed a digital solution that would make it easier for their customers to manage their insurance policies. They were looking for an intuitive mobile application through which the client could check policy information and put forward their claims or queries to the agents in a fast and secure manner.

Our team of at Silwana Infotech was brought in to develop a one-stop digital solution to make policy management simpler for their clients.

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## SOLUTION

To overcome the challenges, our team came up with a solution that would enable the customer to access every policy related detail instantly on their smartphones. We developed a user-friendly app that made it easier for the customer to view, buy, and manage the insurance policies offered by the company.

In addition, the customer could file and track the live status of their claims or complaints with a single click. They could also use the app to find the directions to the nearest office of the insurance company, or request a call. With security being a major concern, our team included a fingerprint login feature to prevent fraudulent activity.

The Tawuniya Insurance Mobile App developed by the team of Silwana Infotech empowered the company to deal effectively with their rapidly growing customer base. Instead of contacting the customer representatives of the company for any policy-related issue, the customer was now able to view the required details within the app itself.

This has been instrumental in reducing the pressure of the insurance agents, leading to better workplace efficiency. The company has also witnessed a growth in customer satisfaction levels due to the effective policy management services provided by the app.

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## OUTCOMES

# A Snapshot of Results

- A one-stop solution for insurance policy management
- Easy access to claim and complaints history
- Increased security with fingerprint login
- 24/7 access to live status of reimbursements

Join the list of successful businesses that have benefitted from Silwana Infotech's app development expertise across domains and industries.

**Talk to our team today!**

Call us: +971 4554 2988

Email us: [support@silwanainfotech.com](mailto:support@silwanainfotech.com)



## About Silwana Infotech

Silwana Infotech is a market-leading name in global IT services. With headquarters in Dubai, UAE, development centre in India, and presence across 7+ locations, we are spearheaded by a leadership team comprising industry expert, business-technical analysts, and subject matter experts with far reaching experience of more than 2 decades.

Our comprehensive IT services range from software development, product engineering, infrastructure services, and solutions based on emerging technologies like AI, BI, IoT, Blockchain, AR-VR etc. to digital marketing, content creation and resource augmentation. Our technology products include ERP, HRMS, CRMS, and various industry-specific solutions.

As a complete IT partner for enterprises and businesses, we harness advanced technologies to conceptualize, develop, and implement innovative products and solutions that make lives easier. We are proud to be your partner in success!



### UAE, DUBAI

Silwana Infotech. LLC  
#104 Yes Business Tower,  
Al Barsha 1

+97145542988



### INDIA

Silwana Infotech. LLC  
#D-107, Sector 2, NOIDA,  
UP- 201301

+97145542988



### Turkey

#179 Building Istanbul Elli, Sisli Ergenekon Mah



### MALAYSIA

#38 Jalan Mengkudu, 83000 Batu, Kuala Lumpur



### IVORY COAST

#19, Building 23, Boulevard de Marseille District 4, Abidjan



### EGYPT

#58 Lebanon Street, Office 110 Mohandessin, Cairo



### JORDAN

Third Floor, Raed Khalaf Center, Amman Jordan.



### IRAQ

Office in Erbil, North Bakhtiari District



### SUDAN

Garden City Khartoum Sudan