

Testimonial Letter – September 2012

To Whom It May Concern:

Among several shortlisted IT Vendors, and after careful evaluations, RSTN Consulting was engaged by Hong Leong Assurance (Malaysia) to design, implement, train and maintain a fully functional Enterprise Imaging and Workflow Management System.

Right from the start, RSTN impressed us with both their in-depth technical expertise, experience and domain knowledge for the Insurance industry. With their knowledge and experience, they were able to provide valuable inputs, ensuring that we dovetail the requirements with industry best practices and avoiding painful pitfalls

Throughout the project, the RSTN's team was very professional; they demonstrated efficiency and quality in their deliverables. They were able to work very effectively as a team with our group of users as well as our internal IT staffs. No surprise that the project went live according to schedule and within cost.

We have successfully rolled-out two big phases, covering New Business and Claims and we are confident that RSTN can continue to deliver another successful phase for our Policy Servicing as well. So far, the system had enabled us to cope with the increased volume of new business proposals while maintaining the same number of staff. Together with our other BPM initiatives we were able to make our processing much more efficient.

We are more than happy to be a strong reference for RSTN. Please do not hesitate to contact us if you have any queries. We wish RSTN all the best in any project endeavours.

Sincerely,



Chris Cheong Onn Kee
General Manager, Life Operations
Hong Leong Assurance (Malaysia)