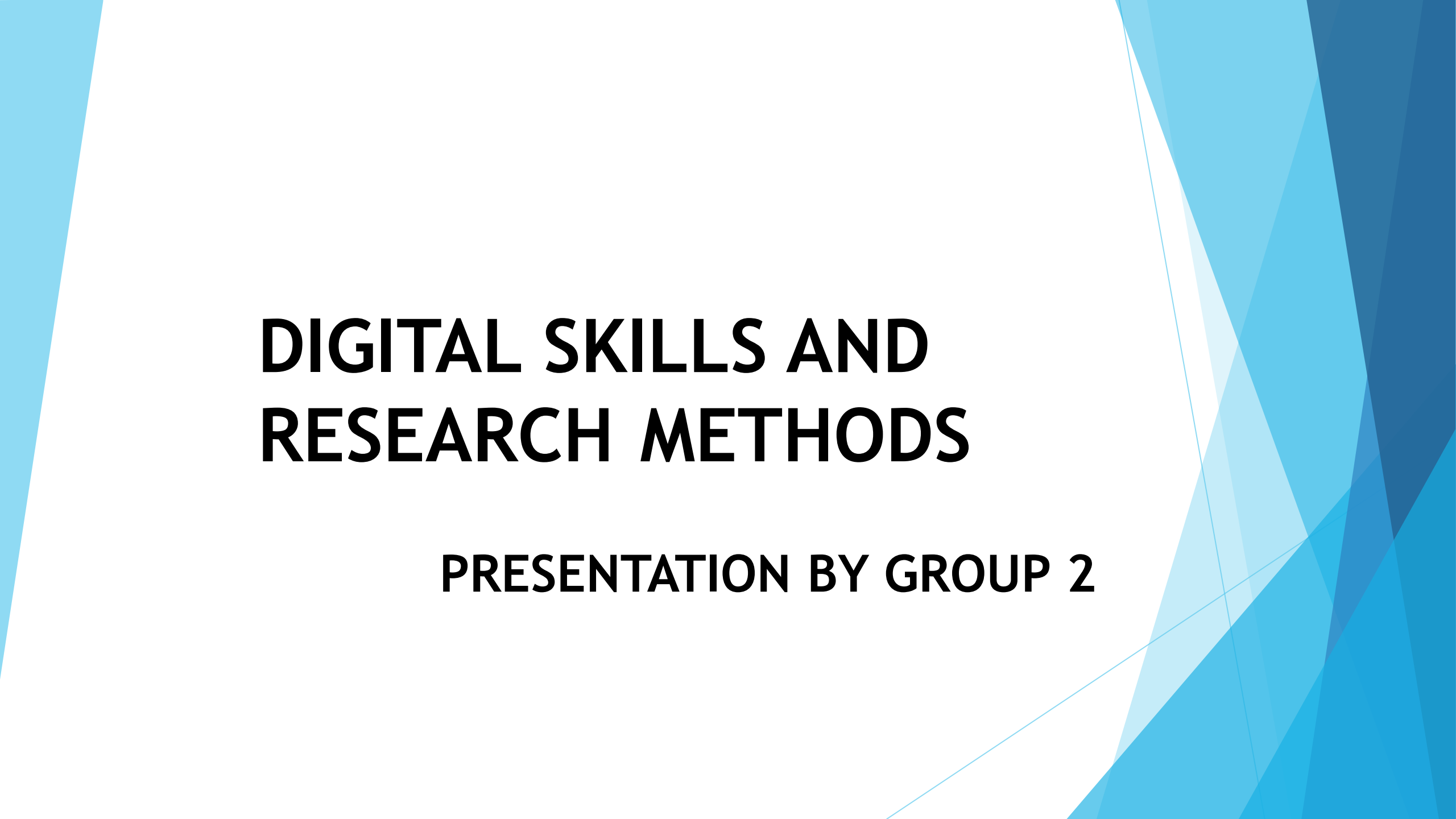


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DIGITAL SKILLS AND RESEARCH METHODS

PRESENTATION BY GROUP 2

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SALVATION ARMY GENERAL INSURANCE CORPORATION

THE MODERN TECHNOLOGY

INTRODUCTION

Introducing Sagic:

- ▶ The Salvation Army General Insurance Corporation, also, know as SAGIC Is an insurance company.
- ▶ Established in 1909, by the Salvation Army Church.
- ▶ To provide insurance for their Church Buildings, SAGIC is also a Registered, Charity Limited Company.
- ▶ The Aim of this presentation is to discuss how Modern Technology has helped SAGIC.
- ▶ All Insurance profits are given to their parent Company towards their eliminating poverty and Homelessness programs.

GROUP MEMBERS

- 1 HARRIET ANYANWU - 1916050
- 2 TEODORA PREMYANOVA - 1918695
- 3 CLAUDIO MURATORE - 1914794
- 4 ELIZABETH CUFFLE - 1913507
- 5 FLORICICA BURGA - 1920413

TABLE OF CONTENTS

1. BACKGROUND OF THE ORGANISATION
2. CHALLENGES BEFORE MODERN TECHNOLOGY
3. MODERN TECHNOLOGY INTRODUCED
4. IMPACT OF THE NEW TECHNOLOGY
5. LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

BACKGROUND OF THE ORGANISATION

History:

- ▶ The Salvation Army was created by William and Catherine Booth in 1865 as a Christian Mission in East London.
- ▶ TSA was formerly, known as The East London Mission.
- ▶ Their main purpose was to help people in poverty, through Charity works.
- ▶ They established SAGIC in 1909 to solve the insurance need of the Church.

CHALLENGES BEFORE MODERN TECHNOLOGY

SAGIC had issues with processing and analysing their client's information. Insurance documents were handwritten on papers, by staff which means they had to employ more people to do the job.

SAGIC had to check all customer information carefully to choose the price which required a lot of concentration.

COMMUNICATION PROBLEMS:

SAGIC experienced many problems with storing information. They had to store its customer data on paper. More customers meant more paper, so customer information was more liable to be damaged if something went wrong.

Without the use of the telephone they could only work local or use letters to communicate with clients.

CHALLENGES BEFORE MODERN TECHNOLOGY

COST OF LABOUR:

- ▶ *Paying more staff:*
- ▶ SAGIC had to have many different branches open in various locations. The owners have to pay the worker's their wages, also pay for rent and maintenance.
- ▶ SAGIC experienced many problems with storing information. They had to store its customer data on paper, more customers meant more paper, so customer information were liable to be damaged if something goes wrong.

CHALLENGES BEFORE MODERN TECHNOLOGY

Difficulties in Communication:

SAGIC had difficulties with communication. That is because, a lot of workers were positioned in different branches around the city and a stable connection was not always present.

MODERN TECHNOLOGY INTRODUCED

- ▶ *COMPUTER/LAPTOP*
- ▶ *TELEPHONE*
- ▶ *EMAILS*
- ▶ *CLOUD AND STORAGE*
- ▶ *ONLINE FEATURES*

MODERN TECHNOLOGY INTRODUCED

TELEPHONE AND COMPUTER:

- ▶ The use of telephone has made it possible, to contact customers on the phone and speak to them.
- ▶ Most telephones can receive calls, Also, receives voicemails for when the person is unavailable.

MODERN TECHNOLOGY INTRODUCED

CAMERAS AND EMAILS:

Insurance Claim Evident

1. Proof of an incident
2. Faster and quicker communications
3. Saves money on postage

MODERN TECHNOLOGY INTRODUCED

Online Storage:

INTERNAL AND CLOUD STORAGE.

- ▶ Online Storage has made accessing files stored in cloud accessible.
- ▶ Worker can work from Home or different office locations.
- ▶ And still have access to document on cloud and OneDrive.

IMPACT OF THE NEW TECHNOLOGY

- ▶ **Positives:** technology has made the workload easier and faster; one can write email and send it to as many people as possible. Before people will have to write letters, fill applications, and post them but now they can just send emails, and fill out application forms online. Using their mobile phones, tablets or computers which is saving them time and money.
- ▶ **Negatives:** the disadvantages of having customers information on cloud or any other electronics is that hackers could access confidential records in the event of internet disruption.

IMPACT OF THE NEW TECHNOLOGY

Filing and electronic payments:

- ▶ Filing papers traditionally has been replaced with electronic filing. They are saving money on papers, ink for printing and filing spaces. All this can now be done on disk or cloud.
- ▶ Their payment methods have also change, they can now accept payment by bank transfer, direct debit, credit card and cheque payment.

IMPACT OF THE NEW TECHNOLOGY

Advantages of Technology:

- ▶ Because of the new technology, SAGIC has been able to spread out their business through social media by advertising the business and what they offer in their communities and globally.
- ▶ Customers can find insurance policies online and can also write reviews online about their experience with SAGIC which can help other people to make decision.

IMPACT OF THE NEW TECHNOLOGY

Saving time on Investigation:

- ▶ Technology has made life much easier to get proof of any incident that took place or had taken place. People can take photos, screen shots of what had happen and even make recordings with their mobile phones.
- ▶ This information can then be saved and stored in disk, one drive or cloud and can be accessed quicker anywhere and anytime if there is internet connection.

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

TECHNOLOGY BRINGS POWER

1. Gives confident
2. Improves quality of life
3. Saves time

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

Technology can be seen as the greatest invention:

- ▶ *Video Doorbells*
- ▶ *Contactless payments*
- ▶ *Wheelchairs*
- ▶ *Mobile Phones*

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

▶ **Technology has transformed SAGIC'S Business**

1. Finance
2. Customer communications

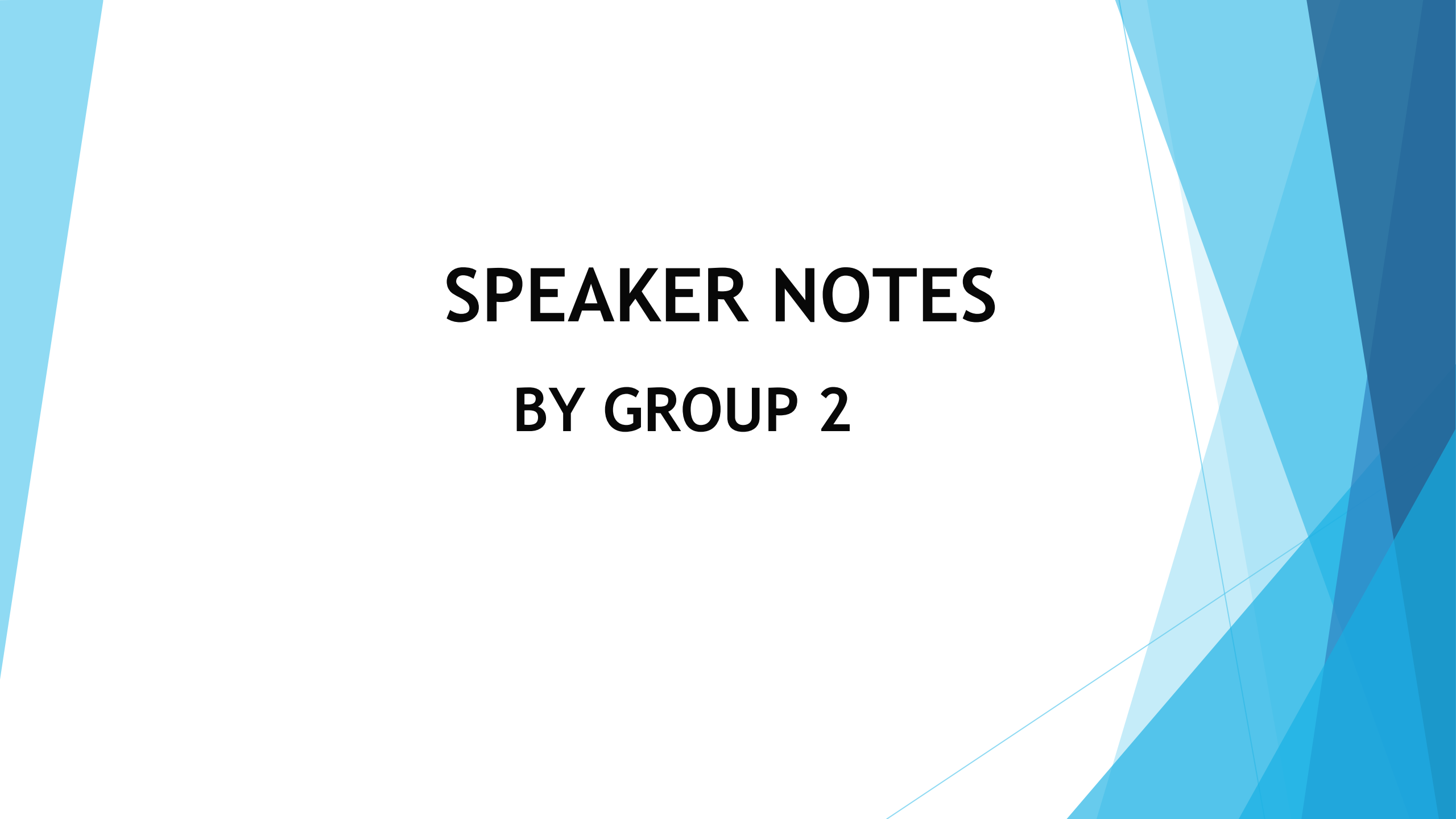
▶ **Technology can also problem to our Health:**

1. Can affect our eye sights
2. Cause fire, when misused

CONCLUSION

Growing Power:

- ▶ Technology has enabled SAGIC grow their net worth exponentially and gave them the power to help more people than they could ever have imagined.
- ▶ By having presence on social Media, customers can easily see what policies they have on offer, in the comfort of their homes and make a choice before contacting SAGIC.
- ▶ Which helps speeds up the process, almost 90 percent of all new insurance policy are sold online, the remaining 10 per cent are sold within SAGIC and TSA.

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SPEAKER NOTES

BY GROUP 2

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HARRIET ANYANWU

1916050

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TSA was formerly, known as The East London Mission, their purpose was to support poor in the community through Charity work.

They established SAGIC in 1909 to solve the insurance need of the Church, such as, Music instruments, Church Buildings and Public Liability covers.

BACKGROUND OF THE ORGANISATION

Church insurance: this policy was created to cover The Salvation Army Church buildings, content and Music instruments.

The Church Insurance, also, covers other Religious Organizations, i.e. other Christian Churches, Mosques and Temples.

Mobility Insurance: this policy is part of their giving back Charity. This policy gives people living disability peace of mind. It covers them against theft, Punctures and accidents. Sagic.co.uk, (2020)

BACKGROUND OF THE ORGANISATION

Home insurance: this Policy is SGAIC most popular policy, it covers most Household Contents, Floods, Escape of Water, Falling Trees and much more.

Commercial Insurance: Also, this policy is the business version of the Home insurance. it is design to provide cover for companies such as, Hotels, Guest Houses, SME and so on. Sagic.co.uk, (2020)

BACKGROUND OF THE ORGANISATION

INSURANCE PROFITS:

Homelessness: Homelessness is a very difficult situation in every community. Thousands of people have no place to call home. SAGIC and The Salvation Army believes nobody should have to sleep in the street. Therefore they created the Lighthouse and Housing first and so on, to offers support, to everyone in need of somewhere to sleep. **Sagic.co.uk(2020).**

TOEDORA PREMYNOVA

1918695

CHALLENGES BEFORE MODERN TECHNOLOGY

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CHALLENGES BEFORE MODERN TECHNOLOGY

SAGIC had difficulties with communication. Because a lot of workers were positioned in different branches around the city and a stable connection was not always present.

Every information was written, printed, filed and stored in a folder, mostly in Alphabetical or numeric order.

These documents are then archived when not used and sent out to a different location, to be kept for 3-7 years.

Someone had to get the files and send them out to be stored making it more difficult to access them. Also, it cost more on labour.

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CLAUDIO MURATORE

1914794

MODERN TECHNOLOGY INTRODUCED

Customers can now process their insurance policy on their mobile phone, instead of filling out application forms and possibly paying for postal stamps.

Computers made possible to type in digital format all those documents that were handwritten otherwise.

Computer have different software for different purpose, like office package, database, video editing, photo editing and much more.

MODERN TECHNOLOGY INTRODUCED

Email was then created, which made much easier and quicker to send messages, documents and media.

It is also, much easier to provide proof of accidents or events. The most common methods of evidences are pictures or voice recordings taken on smartphones.

Photos of accidents as proof, has helped limit insurance frauds.

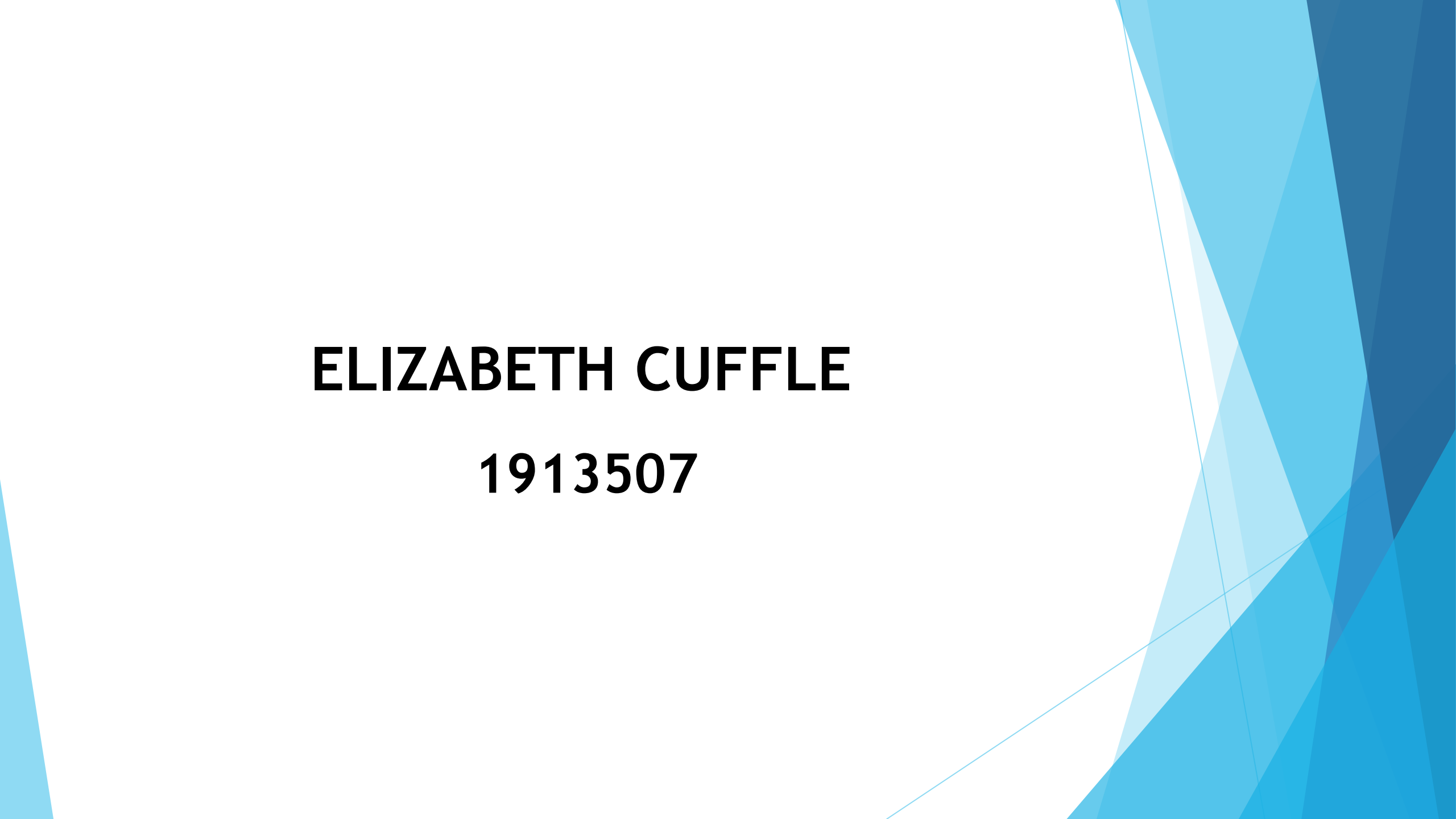
CCTV Cameras are also useful in most investigation on accidents.

SAGIC rely on evidences for all insurance claims.

MODERN TECHNOLOGY INTRODUCED

It is advisable to store a backup of all files on external storage drive to avoid lost of files if the device breaks or if sensitive data can't be upload on the cloud for safety reasons.

The online material would always be available with no limits but are costly to maintain.



ELIZABETH CUFFLE

1913507

IMPACT OF THE NEW TECHNOLOGY

Positives: technology has made the workload easier and faster; one can write email and send it to as many people as possible. Before people will have to write letters, fill applications, and post them but now they can just send emails, and fill out application forms online. Using their mobile phones, tablets or computers which is saving them time and money.

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This information can then be saved and stored in disk, one drive or cloud and can be accessed quicker anywhere and anytime if there is internet connection.

FLORICICA BURGA

1920413

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

Everyone needs to learn how to use:

1. Mobile Phones
2. Use a Bank Card
3. Order for Taxi
4. Computer

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

Effect on Income:

The problem with limited communication, means, it generates less income.

Because companies could only trade with people locally.

Which results in lost of trading as a results, lost of earnings.

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

Technology has improved quality of life:

Improved Security and Safety we can see our visitors through the video doorbell, before opening the doors.

Saves Time from going to the bank, most payments are on Direct Debits and bank Transfer.

We have constant contacts with friends and family through Social Media, such as, WhatsApp, Facebook and other social platform.

Technology can also problem to our Health:

Lost of quality sleep, staying up late or spending long time on Social Media.

Lack of Physical contact with other people is also, dangerous to our health.

LESSONS THAT CAN BE DRAWN FROM THE CASE STUDY

Evolution:

The Salvation Army went from being a local Charity Church in street of East London to an international Christian Church with nearly 2 Million members in over 131 countries.

SAGIC started, as the Insurance Department of the Salvation Army to becoming a member of the Association of British Insurers.

SAGIC are also regulated by Financial Conducts Authority and The Prudential Regulation Authority, therefore meets their strict rules on protecting Customers interests

HARRIET ANYANWU

1916050

CONCLUSION

This reports has summarised, effect of Technology on SAGIC and workplace. According to DIGITALEUROPE, (2020) 52% of worker in Europe are under skilled on digital knowledge.

In today's World, Technologies has changed the way we do things, in our personal and Professional lives.

SAGIC can now process Insurance Claims faster, with the help of CCTV images, pictures or videos taken on a mobile phone, iPad and so on.

Most companies, relies on different types of technology for their day to day jobs. SAGIC relies on Computers, Laptops, Emails, Telephones and Smart Mobile phones and other to process customer orders.

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