



INNOVESTOR | Consulting

Profile

Established in 2020 as a boutique digital transformation consultancy specialized in insurance related business and technologies

Head office registered in Dubai, UAE

Although relatively young, Innovestor managed to secure contract with high profile companies in the region with multi-million contracts.

Recent collaborations:

Supreme Council of Health, Bahrain

Mumtalakat, Bahrain

Daman National Insurance, UAE

Saudi Enaya Insurance, KSA

MedNet branches in MENA region

Munich Re MENA

Collective Expertise



About Innovestor DMCC

Mission: Advance public and private insurance industry using proven technologies.

- ❖ Dubai based consultancy and project management company
- ❖ Market focus on Middle East and North Africa
- ❖ Supports insurance companies to advance their business and operations
- ❖ Supports governments in market reforms and digital infrastructure
- ❖ Technology guidance and implementation of industry 4.0

Unique Model

Innovestor enjoys a rich network of industry experts that can effectively and surgically be deployed as needed. This distinguishes Innovestor from traditional consultancies; providing strong experts from all business areas without the burden of expensive overhead.

Value Proposition

From transforming your organization and technology to optimizing your workforce, we'll advance the way you manage projects, engage employees, and maximize your operation and team's impact with a tech-forward focus.

Insurance Focus

- Optimize Actuarial Accuracy and Leadtime
- Automate and Boost Claims Review
- Enhance Customer Experience
- Strengthen Fraud Detection and Elimination
- Automate Financial Transactions

Digital Transformation

- Management by Dashboards
- Digital Roadmap and Automation Design
- Change Management

Project Management

- New entity setup (business case to operations)
- Strategic and Tactical Planning and Execution
- Bespoke Project Management Setup

Engagement Methodology

Every business is at a different stage of maturity and with unique set of challenges. Together, we aim to optimize our engagement to address the most pressing need and realize most benefits early on. Whether its rectifying problematic areas within operations, adopting new technologies, or enhancing ROI on strategic level.

Initial consultation (free)

- a) Introductions
- b) Orientation of client priorities
- c) Identify cooperation points
- d) Plan scoping and initial engagement

Scoping Engagement (Free)

- a) Meeting with clients experts in area of interest
- b) Operation and system review
- c) Define scope of opportunity for improvement

Execution Engagement

Bespoke to identified objectives.

- Direct execution
- Third party engagement and supervision
- Inhouse capacity building



Insurance Focus

We help an insurance company to differentiate itself from the herd while reaching an optimal operation expenses through advance technology adaptations and innovative business models.

Our Solutions:

1. Technology evaluation, design and implementation
2. One-stop-shop for advance technologies
3. Operational Merger & Acquisition,
4. Strategic expansions including financial models and business case development

Business and Technology Consultation

1. System capabilities and gap assessment

- a. Identify unutilized system capabilities
- b. Identify system limitations
 - Control leaks
 - Automation limitations
 - Data consistencies
- c. Propose solutions to support existing systems

2. Operational cost optimization

- a. Redesign processes for added value
- b. Redesign processes for optimal staffing
- c. Forecast required staffing
- d. Feasibility analysis

3. Revenue streams design

- a. Design monetization on existing value offerings
- b. Identify and propose additional value offerings
- c. Calculate pricing points
- d. Business case development

Advanced Technology Shop

A one stop shop for the technologies you need:

- 1. Real-time policy intelligence, RPI**

A technical dashboard that provides real-time insurance performance access to external stakeholders with consideration to data privacy and relevant regulations.

- 2. Symptom checker**

AI based diagnostic system pluggable to website, app, and chatbot for the use of the insured members. Technology leads to diagnoses, specialized doctor or predesigned telemedicine network.

- 3. Telemedicine platform**

Customize your digital networks on one platform with integrated approval and invoicing technology.

- 4. Automate by RPA**

Utilize ready made RPAs bots to enhance value proposition (e.g. technical report, instant approvals) or save costs (e.g. account payable to hospitals)

Operational Merger and Acquisition

Many things can compromise a deal that looks great on paper. Joining teams, core systems compatibilities, data structures, and methodologies are challenges; however, an opportunity to create new propositions. We will help you address the most critical success factors so the outcome reads $1+1 > 2$

Day One Planning

Identify the critical changes in policies and processes and ensure that all employees are aware of these change in preparation for Day One.

Technology	Sales Strategy	Services Innovation	Organizational Design and HR	Finance
Evaluate available systems and data and identify potential advantages and risks. Provide recommendation on integrating future solution.	Identify cross selling opportunities based on available data and products Combine and optimize sales channels	Review and evaluate available services and identify potential opportunities.	Shape future structure and operating model to support new strategies and retain key talent during integration and after close.	Build an apples to apples financial baseline and help you identify synergies that will help you meet your targets.

Change Management and Communication

Create a robust change and communication plan to ensure all employees are aware of the changes happening and help increase their desire to be part of the change.



Digital Transformation

We blend human and technical capabilities to help you kick your digital transformation into gear and keep the momentum going. Whether you already know what needs to be transform or seek a roadmap advisory, we are with you in each step of the way.

Our Solutions:

1. Digital and Automation Design
2. Change Management

Management by Dashboards

Availability of visualized relevant data to middle and senior managers is key for a fact based management that can identify performance issues in real-time while minimizing communication gaps and delays between departments. It is important to design the right tools by solid business understanding and management needs.

We focus on:

- Review and ensure data availability and integrity (operational data, financial data, insurance data)
- Select the proper data visualization tools
- Design relevant dashboards based on each department/manager needs and requirements
- Enrich dashboards of early warning flags for early detections
- Training managers on usability of different reports
- Aggregate reporting for senior management up to board members if required.

Digital and Automation Design

Digital and Automation Design starts with futuristic look into your needs, market trend and customers requirements. We design sustainable business models that are tailored to your strengths, enablers and suitable differentiators. Whether you aim to decrease operational cost by automation or brand polish by increasing value. We will help you materialize your vision with the proper technology to support it.

We focus on:

- Design thinking sessions and future roadmap
- Identification of strengths in tangible (e.g. data) and intangible assets (e.g. alliances)
- Proper technology identification and adoption
- Organization and processes redesign

Change Management

Implementing a new system or technology requires more than just getting the right tools. It's about repurposing people and organization for its new mission and methods. Our Change Management approach focuses on the people whose behavior change is required for the transformation to succeed.

We focus on:

- Develop custom framework to plan, lead and manage lasting change.
- Align, inspire and equip the team to embrace change and advocate for it.
- Increasing engagement through consistent and effective communication.
- Monitoring change over time to ensure it fulfills the desired income.

Project Management

We manage your projects and build your capacity to do so with most pragmatic project management tools guided by best fit mythologies;

Our Services:

1. Strategic Expansions
2. Strategic and Tactical Planning and Execution
3. Bespoke Project Management Setup

Strategic Expansions

Support clients in investment planning and prioritizing:

1. Financial models developments

- Development of a sound financial model based on market data for investment approvals
- Advise on model assumptions and inputs based on industry expertise
- Identify model boundaries and investment structure suitable for client

2. Business case design and development

- Scope business case objective and elements
- Develop business case based on international methodologies to support proposal
- Write and finalize business case document for senior management

3. Setup new entities

- Support in office setup
- Support in Organizational design, Job descriptions and recruitment
- Support in building policies and procedures
- Support in setting up required technologies for operations

Strategic and Tactical Planning & Execution

We prioritize, plan, execute your projects so your operational resources can focus on the success of their departments. Our people can help you execute your strategy or get hands on with the tactical execution.

Our methods and tools are at your disposal and our execution approach is tailored to fit your organizational needs and corporate culture. We apply known project management methodologies such as PMP and Agile and most pragmatic hybrid between them.

- Deploy faster within budget
 - Technical expertise
 - Better control of project risks
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- ❖ Inclusion of Bespoke Project Management Setup service if applicable

Bespoke Project Management Setup

Reshape how project management is executed within your organization to be pragmatically effective and suited to resources capacity.

- 1. Increase project management awareness (training)**
 - a) Project Management Essentials
 - b) Agile methodology: principles, sprints, tools, burning chart
 - c) Waterfall methodology: phases, Gantt, tools, reporting

- 2. Tailor a fit PM approach to the organization (workshop)**
 - a) Identification of projects types and their critical steering points
 - b) Identify organization anchors, culture, and available tools
 - c) Design PM forward with leads and tools.

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Transformation expert

- SCH BH digital reform
- RTA transformation
- Al-Jaber transformation
- MN transformation
- Saudi Enaya transformation

- BPR
- Project Management
- Technology development

Career

- 2020 Innovestor DMCC – Managing Director
- 2019 -2020 COO and Operation Advisor to CEO [Saudi Enaya]
- 2013 -2019 Senior Regional Project Manager MENA & APAC [MedNet]
- 2010 -2013 Corporate Affairs Governance [SEHA AD]
- 2004 -2010 Senior Consultant [BES, TSME]

Education

- Artificial Intelligence in Health Care, MIT, USA
- MBA, Manchester University, UK
- Courses by Master of Health Management Systems, Duquesne University, USA
- B.S. Industrial Engineering, University of Pittsburgh, USA
- B.S. Computer Science, La Roche College, USA

Project management and operation certifications

- Design Thinking Trainer, SCRUM Master
- Project Management Professional, PMP
- Certified International Project Management
- Project Risk Management Certified
- Six Sigma Black Belt from American Society for Quality



Author

