



The Nexus of success

Description

A major upgrade of our core system, Nexus, has been successfully implemented thanks to a monumental effort between Business and IT.

Years of planning and 12 months of focused execution, with over 100 people sacrificing their Easter weekend to implement the upgrade, means this massive change was delivered without any significant incidents.

“We continue to fine-tune post the upgrade and will build on this success to enable further wins and stability, and to convert the opportunities this upgrade brings into significant business value,” says Ashley Singh, Acting Chief Information Officer: AfroCentric.

Benefits of the upgrade

- 30% increase in average performance for real-time claims
- Modernised scalable and stable infrastructure – reduction in business downtime
- Improved application environment resilience through approved vendor support
- Foundation to take Nexus to the next level
- New and modern features
- Platform for further modern digital asset creation

“I want to say a sincere and heartfelt thank you from myself and the rest of the AfroCentric Exco to all

the individuals and teams that made this a success,” Ashley says.

Behind the scenes

Dedication, commitment and teamwork is how Muziwandile Zwane, Senior Specialist: Oracle Database Hosting Services, describes the AfroTech Team as he gives us a glimpse of the hard work that went on behind the scenes.

Between January and March, the team decided to forgo any leave and do their utmost to meet the go-live date. Their families supported them during long hours of work both during the week and on weekends.

What stood out was not only the volume of work done, but also the quality of work done. There were a lot of challenges during the testing phase, but they were addressed in a professional way and all the teams participated in finding a solution, even though it was not always in their area of expertise.

“This shows what we can accomplish if we work as a team. Despite the challenges and the pressure they faced, they delivered when it mattered the most,” Muziwandile says.

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1. Our Business

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