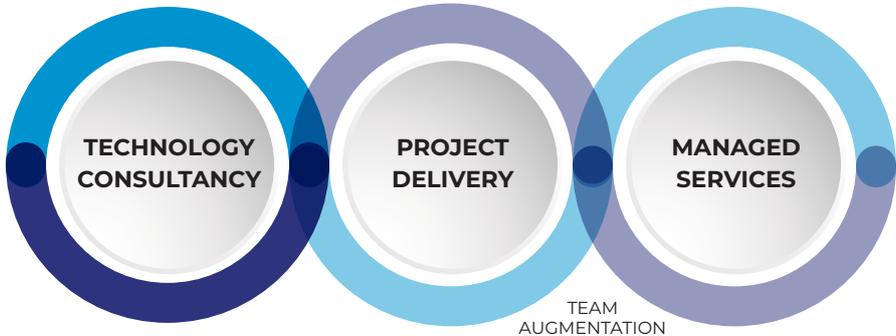**noesis**
an **Altia** Company

Insurance

Modernizing insurance services across the full digital value chain

We offer a comprehensive suite of offerings designed to drive powerful, customer-centric experiences anytime, anywhere. Multidisciplinary, certified and awarded professionals with hands-on project experience to deliver high-value, high-quality solutions, fast. Global mindset with extensive cross digital **Insurance** solutions expertise. We provide full-scope services.

Comprehensive Digital Services Tailored for Insurance Leaders

We support our clients at every stage of their digital journey - from consultancy, application development and testing, to AI & Machine Learning, data analytics and cloud. Overall working together to deliver technology solutions that are focused on accessibility, security and performance.

TECHNOLOGY CONSULTANCY

PROJECT DELIVERY

MANAGED SERVICES

TEAM AUGMENTATION

MODERN APPLICATIONS

- Cloud software development / Customer Experience.
- Software Testing.
- API and Third-Party Integrations.
- Mobile development.
- Low-Code Solutions.
- Modern Workplace with Microsoft365 and Power Platform.
- DevOps and CI/CD pipelines.
- Legacy Modernisation services.

IT OPERATIONS CLOUD & SECURITY

- IT Managed Services.
- Smart Data Center.
- IT Automation & Observability.
- Cloud Services.
- Cybersecurity & Network.
- End-user Support.

AI and MACHINE LEARNING

- Data Migration.
- AI Discovering and Prototyping.
- Generative AI.
- Machine Learning.
- AI Cloud Services and MLops.

DATA

- Data Analytics.
- Data reporting and visualisation.
- Data Governance.

CONNECTED SERVICES

- Business Processes & Application Integration.
- Messaging/ Integration Platform.
- API Development.

Industry Case Highlights

AUGMENTING CUSTOMER EXPERIENCE INSIGHTS THROUGH SITECORE PLATFORM

The client, a prominent player in the global insurance industry, was faced with a critical need to allow the marketing team to perform autonomously and move on with the organisation's digital strategy.

Noesis delivered a **Sitecore solution covering an entire new website experience, scalable, cloud-based for immediate response and adaptability** that resulted in number of visitors, brand awareness and maximizing the likelihood of conversion, **20% increase in sales**.

STREAMLINING MARKETING CAMPAIGN PROCESSES LEADS TO TIME-TO-MARKET REDUCTION

The client, a prominent player in the insurance industry, sought to for a digital solution that would allow **reducing marketing campaign cycle time process**, to speed up the company's response time to its customers.

Noesis delivered a **Sitecore** solution by developing a new website that improved an end-to-end Marketing Campaign business process execution and delivery. The delivered solution **increased Agent and Customer satisfaction rates** and improved retention rates.

TRANSFORMING CORPORATE PORTAL THROUGH IMPROVING PERFORMANCE AND USABILITY

The client, a prominent market regulator in the global insurance industry, recognising the need to provide a better service to all its stakeholders, challenged Noesis to conduct an assessment and implement recommended critical improvements.

Noesis delivered an **Outsystems** improved to the existing solution with a more personalized and engaging experience to its stakeholders. The solution **improved UX/ UI with impact in the various Portal's features, improved overall Portal's performance having great impact in the user daily experience**.

ENHANCING AUTOMATION FOR AUGMENTED OPERATIONAL EFFICIENCY

The client, a major EU insurance company, sought to streamline their Claims threat handling Business process. The risk of human error underscored the need for a robust automation solution to safeguard the production environment and enhance operational agility.

Noesis deployed a **UIPath** – Robotic Process Automation solution that delivered a Time Savings of 70% in Execution **time, handling more 1 million claims per month**.

UNLOCKING CONNECTED SERVICES: TRANSFORMING OPERATIONS WITH A TAILORED API IMPLEMENTATION

The client, a prominent player in the global insurance and financial services industry sought to develop new modern digital capabilities for its legacy systems.

Noesis deployed a **customized Java API implementation that enabled tailored integration with legacy systems**, allowing the company to **modernize its services while maintaining control over security**, performance, and compliance. This ensured that the API aligns precisely with the company's specific operational needs, simultaneously tackling the complexity of integrating with outdated core systems.

TESTING SOLUTIONS AIMED AT ENSURING THE INTEGRITY, PERFORMANCE, AND SECURITY OF APPLICATIONS LANDSCAPE

The client, a major EU insurance institution sought to stabilize and subsequently improve its application development and delivery services, adding value to the overall business by reducing expenses and improving the quality of applications.

Noesis delivered and implemented a **strategic test architecture, planning, execution and management testing processes that align testing efforts with organisational objectives**.

How we work

Plan, **Build**, and **Run** leverages our robust **Delivery Framework** to develop solutions that meet our client priorities including cost-efficiency, security, and usability.

This flexible approach ensures that solutions are **fit to purpose**, **reusable**, **scalable** and closely aligned with organisational needs, delivering tailored applications from design through to implementation and operational management.

This **framework** is designed to streamline the development of digital applications and services within the **Insurance Market**, ensuring that each project not only meets but exceeds expectations with high-quality, user-centred solutions that are sustainable and aligned with broader client's standards and goals.

PLAN   BUILD   RUN

INITIATION
Business needs assessment.
Scope definition.
Requirements specification.
Acceptance criteria.

DESIGN
Architecture.
Solution design.
UX/UI design.
Risk assessment.
Training needs and user adoption.

IMPLEMENTATION
DevOps and CI/CD pipelines (optional).
Front-end development.
Back-end development.
Integrations.
Quality assurance.

DEPLOYMENT
User Acceptance Testing (UAT).

TRAINING
User training.
Documentation.
Change management workshops.

GO-LIVE
Launch.
Transition to Support Team.
Sign-off.

Why Noesis?

Noesis has a comprehensive Insurance practice, with over a decade of experience. We help maximise efficiency with our onshore and offshore capabilities. Optimise costs without compromising quality, regardless of the location of your business.

Our solutions are designed to help insurers accelerate time-to-market, improve service quality, and strengthen customer engagement.

Noesis is trusted by today's top brands in the insurance market.

STRONG POOL OF SCALABLE SPECIALISED

Multi-skilled resources with domain focus with over 4.000+ IT Certifications.

GLOBAL PRESENCE

Presence in Portugal, Spain, Ireland, the Netherlands, Brazil, the USA and the UAE to support global requirements.

ABILITY TO DELIVER

We have experience and the ability to deliver projects and services across several IT domains, such as application development, integrations and connected services, customer experience and modern workplace solutions, DevOps and testing services, IT cloud, security and operations, data and AI solutions. Our service portfolio comprises a set of end-to-end services.

FOCUS ON VALUE

Our engagement covers entire value chain for our clients making sure that the clients derive highest ROI in our areas of engagement.

DOMAIN EXPERTISE

Thanks to our diverse client portfolio, we offer variety solutions to cater all industry segments by deploying efficient team of subject matter experts.

FOCUS ON QUALITY

Our engagement always focuses on adapting to client's quality processes or design on from the scratch to make sure the quality objectives are achieved.