



CASE STUDY / GOVERNMENT & PUBLIC SERVICES

Latin American National Social Security Institute Benefits 75M+ Citizens through Process Digitization

US \$60M+ estimated yearly internal savings from efficiencies in digitized processes





About the customer

One of the largest social security institutions in Latin America.



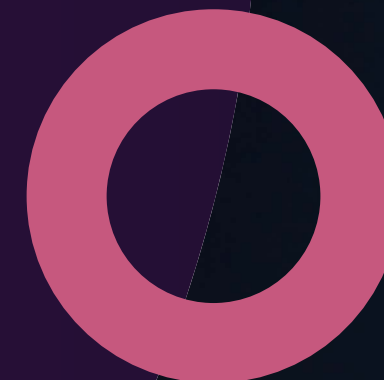
75M+
users



21M+
workers with
occupational risk
insurance

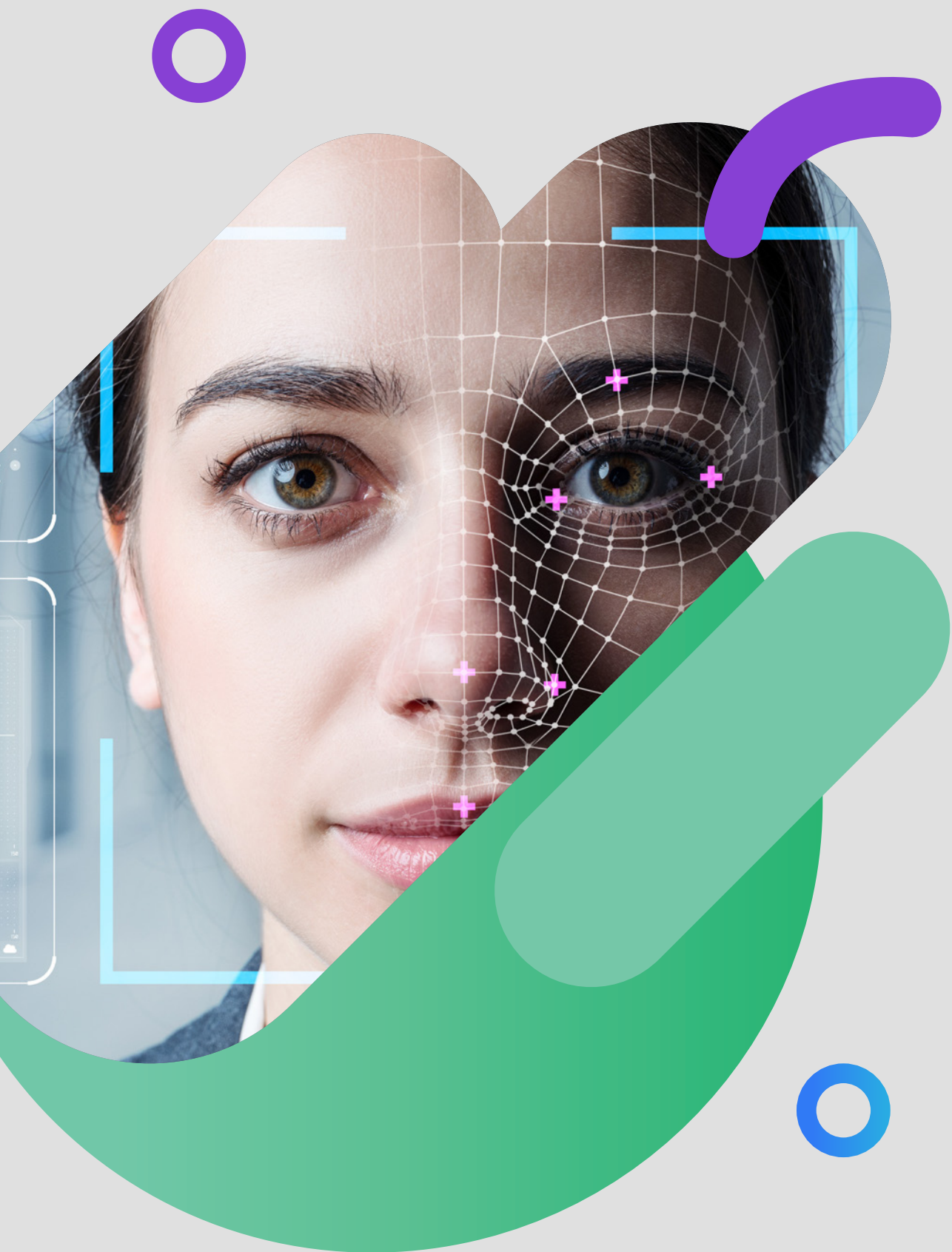


4M+
pensionaries



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Business challenges



Provide digital platforms for social security pensionaries and improve the user experience while generating operational efficiencies and reducing costs.

1

Service requests from beneficiaries required their physical presence at offices

2

Manual processes for enrollment, validity of rights, medical disability, pension applications

3

High operational cost, discretionary decision-making

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How Softtek comes into play

Softtek developed the institution’s mobile app and digitized more than 90+ citizen critical procedures through yearly updates



Employers



Beneficiaries

Digital Channels (Web, Mobile)

Employee enrollment	Medical service appointments
Employer/employee fees payment	Preventive health self-assessments (i.e. Covid-19, diabetes)
Insurance premiums calculation	Validity of rights inquiries
Temporary enrollment for Construction industry	Medical disability subsidies
Compliance opinions from CPAs	Applications for retirement pensions
	Survival cross-check for pensionaries
	Beneficiary data updates

Employers, Workers & Beneficiaries | Fee Payments | Pensions
Operational Events | Electronic Medical Records | Risk & Analytic Models

Digital transformation services

Incremental strategy to business process and application portfolio modernization

Business processes: enrollment & collections, medical services, pension funds, insurance, administration & finance

Services: Application Development, Maintenance & Support, Information Management, BI

Technology stack: mobile, web, digital technologies, APIs/ microservices, data warehouses, BI/analytics, mainframe

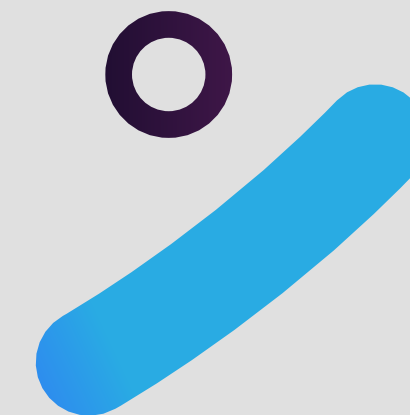


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Business impact



230M+

digitized requests per year



US \$60M+

estimated per year
internal savings from
digitization efficiencies



US 245M+

benefits to employers and
beneficiaries from process
digitization



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ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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