



Softtek[®]

CASE STUDY | INSURANCE

Insurance leader modernizes premium payments with scalable, custom portal

Agile Portfolio Evolution





The Client

One of the world's leading property and casualty insurance companies, with operations in more than 50 countries.

The Situation

Because no one wants to work hard to pay a bill.

With self-service expectations rising fast, even modern insurers can face uneven digital maturity across markets. In some regions, customers had limited options to pay their premiums online, while internal teams struggled with manual reconciliation and disconnected systems. To close that gap, the insurer launched a localized initiative to build a secure, user-friendly portal—one that would simplify collections, give internal teams better control, and create a blueprint for future rollouts.

The Solution

Service overview

Dedicated Agile development of a custom insurance portal, integrated with core systems, built under a fixed-price model, scalable across markets.

Approach

Launched a responsive microsite to pay one or multiple premiums via bank transfer or credit card, with secure login and real-time data integration. The modular, API-first design supports multi-market reuse and simplifies long-term maintenance.

Key actions

1. Designed a user-friendly, multi-device frontend.
2. Integrated payment flows with legacy systems and partners (e.g., SIS, CSPG, PayU).
3. Built a secure, high-performance backend with modern cloud tech.
4. Enabled encryption, ID verification, and secure data handling.
5. Delivered full documentation and source code for easy handoff and scalability.

Driving Results

- Significant increase in digital payment adoption.
- Faster average premium collection cycle.
- Higher customer satisfaction with reduced friction and 24/7 access.
- Lower in-person and phone-based payment traffic.
- Enhanced visibility and traceability of transactions.
- Scalable architecture primed for regional rollout.

Bottom line

We make custom payment processing and gateway solutions **Simple, Smart, Reliable**—because what happens after the sale matters just as much as the coverage you choose.