Softtek®

CASE STUDY | INSURANCE

Scaling digital execution with managed talent for insurance enterprises

Digital Transformation Services

The Client

A leading multinational insurer with operations in 50+ countries and a strong footprint across Mexico's auto, health, life, and property segments.

The Situation

When digital ambition hits a talent bottleneck.

Our client was pushing forward on an ambitious transformation agenda—launching digital products, modernizing core systems, and scaling innovation across business lines. But high turnover, rigid vendor models, and widening talent gaps were slowing progress. They didn't just need more people. They needed a smarter way to manage high-performing teams for delivery continuity at scale.

The Solution

Service overview

Managed specialized services model—providing top tech talent and overseeing the full digital talent lifecycle—for clear visibility and rapid response to ongoing transformation goals.

Approach

Combined Softtek's Talent Management Platform and SLA-backed Digital Governance Model to enable a structured, responsive, and insight-driven approach to scaling digital execution.

Key actions

1. Took ownership of onboarding/ offboarding, continuous training, performance tracking, and demand management.

2. Curated talent across development, QA, DevOps, digital security, and data analytics.

3. Ensured alignment with ISO 27001, SSAE18, and CMMI Level 5.

4. Maximized alignment with client culture and policies, enabling fast integration and lasting engagement.

Driving Results

- 100,000+ hours of specialized services delivered.

- Consistent SLA compliance across the multiyear engagement.

- Increased visibility and control over resource performance and demand.

- Significantly reduced turnover and improved team continuity.

- Faster, more predictable execution of digital initiatives.

Bottom line

We make scaling digital talent Simple, Smart, Reliable—so insurance enterprises can close the talent gap and keep transformation moving.

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