ARTIN

MetLife

METLIFE
CASE STUDY

LIFE INSURANCE

A global insurer selling life insurance through a network of agents and brokers in multiple countries at once.

INSURANCE PROCESS 8× FASTER. 80% LESS PAPERWORK. NINE COUNTRIES INSTEAD OF ONE.

CHALLENGE

MetLife needed to replace its agents' manual, paper-based sales processes with a single digital platform – in an environment where legislation differs in every country and insurance products come in dozens of variants. The system had to cover the whole journey from first customer contact to contract signature, including automatic pricing, client risk assessment (underwriting) and electronic signatures. And it had to scale across the EMEA region.

SOLUTION

- Development of IsMet (Illustration System of MetLife), an end-to-end insurance platform covering the entire policy lifecycle
- Digitalization of the agents' sales process: capturing customer data, calculating the optimal offer, visualizing benefits over time
- Implementation of automatic underwriting and an approval portal for risk assessments
- Payment module, agent portfolio management and e-signature portals
- Rollout from one country (Slovakia) to nine EMEA countries, with localization and regulatory adaptation
- Ongoing development and maintenance in a fully agile setup – the team as the client's long-term capacity

TEAM & PROJECT

TEAM SIZE

31 specialists (developers, testers, architects, Scrum Masters, UX designers)

TECHNOLOGIES

Kotlin, SQL, JavaScript, Angular, REST API, SOAP API

PROJECT DURATION

2011 – present

ANNUAL BUDGET

Confidential

What the client valued most:

"The ARTIN team knows the system so well that they can spot potential problems before the client even notices them – and come up with a solution right away."

FROM 1 COUNTRY TO 9 IN 15 YEARS

The project was originally designed for a single market. Today, it powers MetLife's sales operations across the entire EMEA region. The original scope makes up roughly 30% of what the platform can do today – we designed and built the rest.

"ARTIN is technically skilled and has a great ownership mindset. They're hands-on and invested in the project's success."

Director of Engineering, MetLife

WORKING ON PROCESS DIGITALIZATION OR CUSTOM DEVELOPMENT?

Give us a call – the first consultation is free