noesis outsystems

TOGETHERNESS

A slipstream for your digital transformation

Bringing customers, technology and the community together to transform businesses worldwide.

+20
YEARS OF EXPERIENCE

Top10
MANAGED SERVICES TECH COMPANIES (PT)

850+
CONSULTANTS

20+
STRATEGIC PARTNERS

7 OFFICES
Lisbon, Oporto, Coimbra, São Paulo, Dublin, Rotterdam and Boston

44M€
2019 FORECAST

17,11%
CAGR 2013/2018

- **Leading QM Services Provider** in Portugal
- **Fujitsu Infrastructure Partner of the Year**
- **#1 Qlik Partner** in Portugal
- **First Celonis Partner** in Portugal
- **Sitecore Experience Award Winner**
- **11 OutSystems Innovation Awards**

Creating sustainable value across several sectors, Noesis is driven by technology and innovation to deliver solutions focused on our clients' infrastructures, software, quality and people.

INFRASTRUCTURE
Focused on assuring our clients' performance, Noesis supports all the primordial technological needs of organizations with a strong technical specialization and data security.

QUALITY ASSURANCE
With total commitment towards excellence, Noesis ensures quality in all the processes of our clients' projects.

SOFTWARE
Driven by digital transformation, Noesis delivers projects to our clients with agile methodologies based on creativity and competitiveness.

PEOPLE
Believing in team dedication, Noesis matches experience, ethics, responsibility and audacity in the search for the most innovative solutions for our clients.

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AN ALL-AROUND NOESIS EXPERIENCE:

BUSINESS TRANSFORMATION

- **Broad knowledge** of all industries
- Sparking the **cultural shift** in organizations
- Consistent **global delivery**
- **Real-shore approach** to every challenge

TECHNOLOGY

- Going **beyond low-code**
- Incorporating the **latest tech trends**
- **Ecosystem** of IoT, Big Data & AI, Cybersecurity
- Integrated **DevOps** culture
- OutSystems **Software Factory**

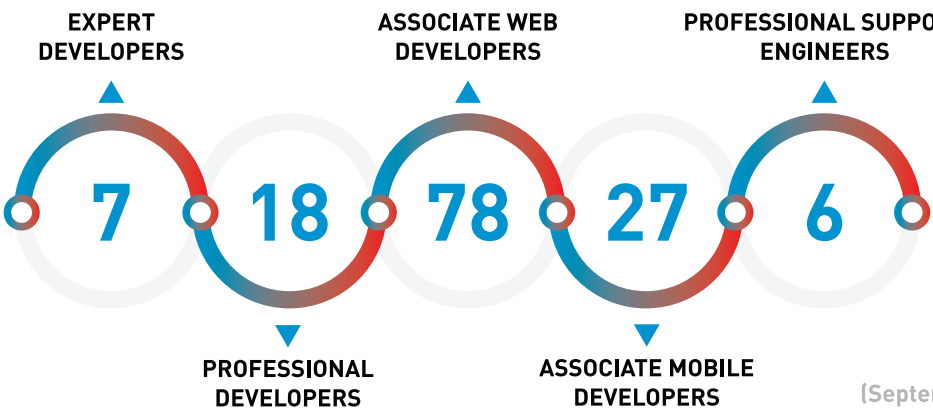
ENGAGEMENT

100+ OutSystems certified consultants

10+ years of experience with the platform

11 Innovation Awards (and counting!)

MOST QUALIFIED OUTSYSTEMS TEAM



(September 2019)

Leading all businesses to a **100% low-code platform**, Noesis is fueling digital transformation across industries with an advanced **DevOps culture** and an **integrated view on technology**. **Togetherness** is about working **closely with customers**, **maintaining strong partnerships** and combining the latest **tech trends for a positive impact on the ecosystem**.

The rapid pace of enterprise digital transformation is requiring **more and more agility** in creating **web**, **mobile** and **omnichannel applications** to enhance customer experience. With a top **team of 100+ certified consultants**, Noesis is responding to the **need for speed**, while adding in-depth business knowledge and an engaged approach to each project.

BRINGING CUSTOMERS, TECHNOLOGY AND THE COMMUNITY TOGETHER TO TRANSFORM BUSINESSES WORLDWIDE

#1 low-code platform

outsystems

A Recognized Industry Leader

ARVAL
BNP PARIBAS GROUP

A NEW, NATIVE, MOBILE-READY APP AS AN EFFECTIVE DRIVER ENGAGEMENT CHANNEL

Arval needed a new platform to **connect with its customers and improve user experience and satisfaction.** The existing web-based application did not deliver the demanded levels of performance, leading Noesis to develop, a **mobile application** available in app stores, opening a **new communication channel between account managers and users**, while **reducing management processing costs** and **drastically improving customer engagement and satisfaction.**

Sector:
Leasing Services

3 Developers

5 Months to develop

18k Users

90% Retention rate

15 Countries

1k+ Daily users

GOALS

- Increase **brand awareness** and **customer experience**;
- Offer **offline** and **mobile** car information and services;
- Optimize **process management efficiency** and **reduce costs**;
- Improve **customer satisfaction and retention**.

THE RESULTS

The app has now been downloaded by over 18 thousand drivers throughout 15 European countries, with a 90% retention rate. Visible and accessible to users unlike before, the mobile-ready application is improving the client's business processes in three main areas:

- **Improved customer experience, satisfaction and retention:** the services that are available in the app are allowing customers to have a new personalized, direct and effective experience;
- **Process management and operational cost reductions:** the direct contact and services provided by the app is optimizing the business processes and reducing operating costs;
- **Increased brand awareness:** the visibility of the app and its perceived value are contributing to a stronger company brand, one that cares first and foremost for its customers' needs.

A PLATFORM TO REVOLUTIONIZE EVERYDAY SERVICES

Noesis developed an internal **ticketing system** used by over **88 thousand** of the client's internal customers – including current and former employees and suppliers – to manage service requests, information requests, complaints, communications and operations.

This platform was developed using OutSystems, replacing an obsolete facility management tool and allowing for the **growth and expansion** of the internal service catalogue.

Sector:
Energy & Utilities

88k
Users

4
Developers

5
Months to develop

4.5k
Daily orders

GOALS

- **Centralized** communication;
- **Efficient** management of facilities, fleets, communications and other operations;
- **Instant feedback** from internal clients;
- Improved **customer experience**.

THE RESULTS

- **Increased efficiency**: all requests are ticketed and centralized, with significant reductions in task interruptions and lost communications;
- **Improved internal communication**: users can submit feedback, reopen tickets and view the request status in real-time, for a more effective management of their expectations;
- **Access to information**: the operations team is able to view all requests in real-time, filter them and identify patterns in the back-office;
- **Complete centralization**: all channels previously used for submitting requests, complaints and feedback were merged within the system, and an IVR (interactive voice response) system replaced all phone numbers for support;
- **Operational ecosystem**: the platform seamlessly integrates with the existing complex SAP landscape, the IVR system and other applications.

NOESIS IMPROVES PRIO'S CUSTOMER COMMUNICATION CHANNEL WITH NEW WEB AND MOBILE-READY PORTAL

PRIO needed a platform to **optimize and enable communications** with its partners in order to improve the end customer experience. **Noesis'sLow-Code Solutions team developed a new B2B core web and mobile responsive system** allowing new operations in three strategic modules: Direct sales, Gas Distribution and Logistics. With a better centralization and optimization of information, greater accessibility and security and with higher capacity for scalability, **the new portal is now significantly improving PRIO's customer experience**.

2017
Innovation Award Winner

3
Developers

2.5k
Users

8
Months to develop

GOALS

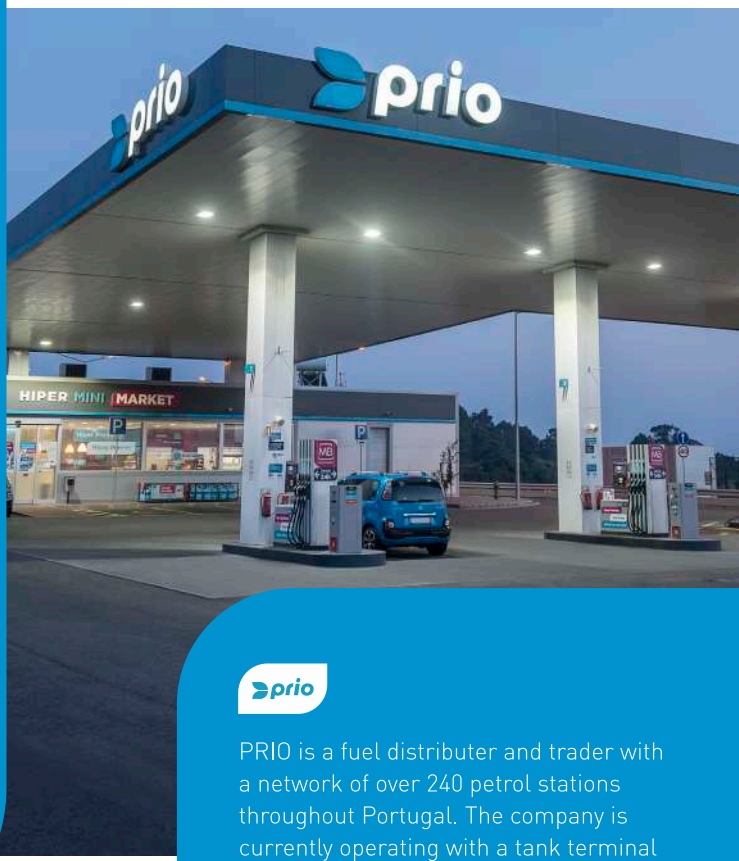
- Reduce the order **management process time**;
- **Centralize** and **optimize customer information**;
- Increase customer engagement through **UI/UX**;
- Guarantee a **self-service order entry** in real time;
- **Mobile and web-ready**, using responsive pages.

Sector:
Energy & Utilities

THE RESULTS

The new Customer Portal is improving PRIO's activity in several areas:

- **Enhanced Experience:** PRIO's B2B Customer Portal contributed to significantly improve both PRIO's customers experience and the final client's;
- **Information Centralization and Optimization:** With the centralization and optimization of information in a single channel, PRIO's customers can view crucial data about their fuel stations, place their orders, manage processes and their own business in a simple, intuitive and user-friendly way, and with a great level of autonomy;
- **Accessibility and Security:** The portal is accessible by any device, including laptops and mobile devices from different manufacturers. With its high level of security, it can be accessed from any location, thus giving more flexibility to its users;
- **Higher capacity for scalability:** The portal allows the addition of new features if the development and growth of the business requires it.



PRIO is a fuel distributer and trader with a network of over 240 petrol stations throughout Portugal. The company is currently operating with a tank terminal and a biodiesel factory in Aveiro, Portugal.

INTERNAL REQUESTS MANAGEMENT FOR A LARGE ENERGY SUPPLIER

A mobile application was developed using OutSystems P10 platform (cloud version). Back-end systems send all new requests created to OutSystems servers. The mobile app **synchronizes with the OutSystems servers to fetch new requests**. Managers approve or reject requests on their smartphones, and back-end systems send all the information to OutSystems servers.

Sector:
Energy & Utilities

2 Developers

8 Months to develop

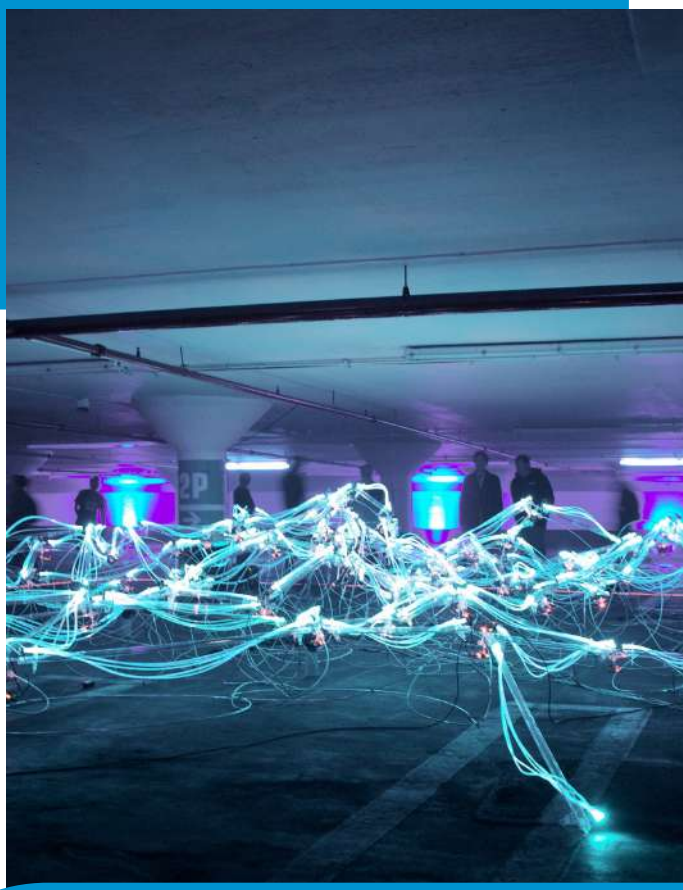
20k Attachments per month

15 Request categories

75k Requests approved/rejected per month

1.4k Users

2018 Innovation Award Winner



GOALS

- Make the approval and rejection of requests **quicker** and **more practical**;
- Give managers a solution to approve requests anywhere and anytime using a **permanently accessible tool**;
- Align an **authentication mechanism** with current user experiences;
- **Notify managers** whenever they have a new request.

THE RESULTS

- The **increase of process management efficiency** helps organizing their workload more efficiently;
- **Modernization** and **improvement of the customer experience and satisfaction**;
- Acquire **new business opportunities** in other markets with increased profitability by generating more clients.

EDP is a global energy company, operating in 14 countries and 4 continents, in the generation, distribution and marketing of electricity and gas. They have over 12 thousand employees, across 14 countries. With over 11 million clients, they are at the forefront of innovation and renewable energies.

NOESIS IMPROVES PORTAL OF THE PORTUGUESE ASSOCIATION OF INSURERS

APS (Associação Portuguesa de Seguradoras) currently has **a modern, flexible and swift Portal**, designed to position itself as one of the preferred contact points with all those who interact with APS, external and internally. Due to its features and the Agile method used, **the project's success earned an Agility Award** – an OutSystems initiative that awards the delivery of projects on-time, on-budget, with high adoption rates, and significant business value.

Sector:
Public & Non-Profit

GOALS

APS's activity is naturally based upon its associates, and its main goals demand closely working with all of them and with participants in the insurance field in general.
Its Portal intends to be:

- **The preferred contact point** with those who interact with APS and the general public;
- The **tool chosen by employees to guide** and **streamline daily activities** and **responsibilities**.

8
Weeks development

THE RESULTS

- The APS currently has a **modern**, **flexible**, **versatile and reliable Portal**, with remarkable improvements on the users' experience;
- Technical and user experience improvements have been identified and implemented in all screens, processes and business rules on the Portal, with **positive impact on usability** and the time needed to make the information available to the user.

APS – Portuguese Association of Insurers is a non profitable employers association, established in 1982, which gathers the insurance and reinsurance companies operating in the Portuguese market, regardless of their legal nature or nationality. The set of APS' associates currently represents over 99% of the national insurers' market, either in business volume, or total number of employees.

NOESIS ACCELERATES DIGITAL TRANSFORMATION WITH TRADER APPLICATION

The client needed to develop a new application for exchanges and transfers to update and adjust their core process to the demanding reality of the business. **Together with Noesis, the company developed a new and more modern app** using agile development methodologies and adopting innovative digital transformation strategies with the flexibility to react to the dynamic business needs.

9 Developers

6 Months to develop

2017 Innovation Award

Sector: **Financial Services**

GOALS

- **Strong integration** capabilities;
- **User-friendly** and **responsive**.

THE RESULTS

- The client's Trader Application is now contributing strongly to the business **centralization of information**, the **optimization of financial processes**, and ultimately to **cost reduction** in money transfers, the company's core business;

- With the robustness and scalability features of the developed app, combined with its usability and intuitiveness, the client has the right tools to lead its digital transformation path to innovation.

LUZ SAÚDE

NOESIS OPTIMIZES LUZ SAÚDE'S EMPLOYEE PERFORMANCE APPRAISAL SYSTEM CHANNEL

Luz Saúde needed to replace its employee evaluation system in order to improve the efficiency of this HR process. Along with Noesis, the healthcare company developed a robust, **high performance evaluation application** that allows the Human Resources team to better manage, configure, modify and customize the parameters of each employee's evaluation. **Employees are now more involved** with their performance appraisal process, which results in **greater motivation and engagement**.

2017
Innovation Award

3
Developers

3
Months to develop

5k
Users

GOALS

- **Optimization of the evaluation process**;
- Possibility to **customize** every parameter of evaluation;
- Increase the **visibility** and **transparency** of the evaluation process;
- Improve **employee satisfaction and retention.**

Sector:
Healthcare & Pharma

THE RESULTS

SIGMA is now improving Luz Saúde's employee performance appraisal system in 3 main areas:

- **Increased management efficiency:** by eliminating paper as an evaluation tool, the app allows a more intuitive and time-saving data collection and management that contributes greatly to a much more efficient evaluation process;
- **End-to-end perception of the evaluation process:** the app grants the evaluators and the evaluated employees access to their evaluation charts and the whole context regarding their function and progress, contributing to transparency between employer and employees;
- **Increased visibility on performance improvement actions:** the possibility to easily obtain basic information outputs helps with the execution of performance improvement actions.

LUZ SAÚDE

Established in 2000, Luz Saúde is one of the largest healthcare groups in terms of revenue operating in the Portuguese market. The group provides its services through 24 units, located in the North, Central and Central-South regions of Continental Portugal and in Madeira.

Hovione

NOESIS IMPLEMENTS A WEB BASED PERFORMANCE EVALUATION SYSTEM AT HOVIONE

The IT system behind Hovione's Global Performance System (GPS) has been **developed from scratch by the Noesis team based on the OutSystems Platform**. Due to its Agile features and methods in use, the project's success resulted in earning an **Agility Award – for the best practices used in implementation**.

14
Weeks development

3
Support languages, including traditional Chinese

1000
Users throughout the world

Sector:
Healthcare & Pharma

GOALS

- Implement a **fully customized** centralized performance system;
- **Immediate adoption** by users – web-based user-friendly system;
- Built to climb and to evolve – **future integration** with other HR policies;
- **Automation and standardization** of the evaluation process;
- **Access and self-service** use, offering capability to the team.

THE RESULTS

The use of the Agile approach allowed Hovione to actively participate in the project, so that Noesis's Low-Code Solutions team ould benefit from its feedback and ideas to build a system that's perfectly adjusted to its needs. The application remarkably automates Hovione's evaluation program and fully meets its main principles:

- **Universal:** applicable to all team members;
- **Integration:** within the Human Resources Management Policy;
- **Coherent:** assesses the evaluation results and the way results have been achieved;
- **Evolving:** supplies an ongoing improvement tool;
- **Fair and transparent:** based on objective and transparent communication criteria and rules.

Hovione

Hovione specializes in the health sciences area that researches, develops and produces Pharmaceutical Active Ingredients (APIs) and formulas. Dedicated to innovate and maintain a leading position at an international level in the chemical pharmaceutical area, the company is boosted by professionals in chemistry, engineering and pharmaceutics sharing a passion for science and innovation, being one of the largest investors in Research and Development (R&D) in the Portuguese Pharmaceutical Industry, holding 400 patents worldwide.

AUTOMATING PROCESSES THROUGH APPS

Develop and maintain web and mobile applications to **support the entire business** in order to meet the major company project for the next few years, which is to replace core business applications with applications **developed in OutSystems**.

Sector:
Consumer Products, Retail & Distribution

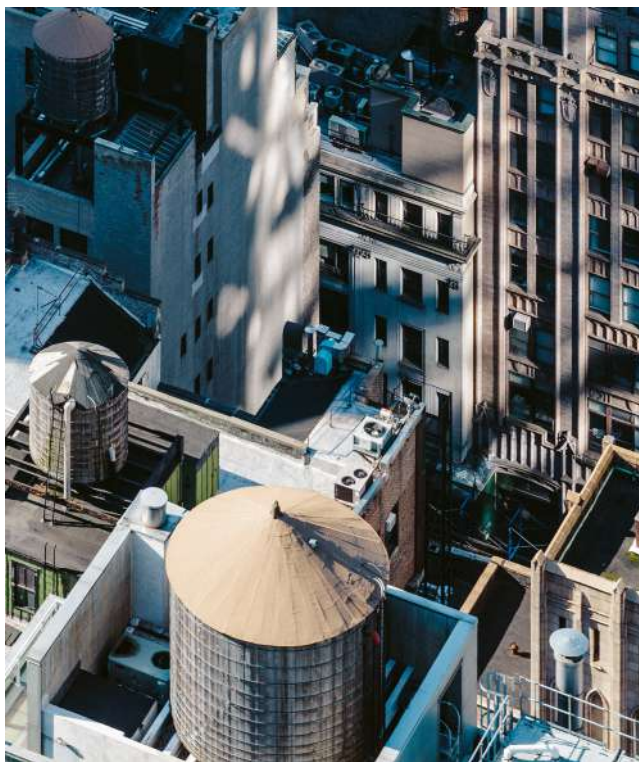
GOALS

- **Replace traditional methods** with electronic methods and terminal software;
- Improve **frontline execution** and **operational control**;
- Provide **real-time terminal data**.

7 Noesis Consultants

3 Years working together

15+ Web and mobile applications



THE RESULTS

- **Improvement in terms of prevention** with the development of alerts;
- **Centralization of several activities** through the replacement of outdated core systems;
- **Process optimization** through the minimization of human error.

NOESIS FOSTERS INNOVATION AND GROWTH WITH A NEW CORE SYSTEM

A storage and distribution company needed to replace its outdated core systems, investing in modernization, functionality and practicality. Noesis's Low-Code Solutions team built a **core system** on the best low-code development tools, focusing on the **automation of processes** such as orders, storage control and chemical production. This **transformation has led to a better control over production** and other essential processes, greatly **improving the company's activity**.

Sector:
Consumer Products, Retail & Distribution

24
Applications

12
Consultants

2,915,352
Software Units

Integrations with
TIBCO, Alfresco, AD,NFC, Gen2, Jade...

GOALS

- Create a **low-code development solution**;
- **Reduce duplicated** and **manual activities**;
- Optimization of **logistic processes**;
- Full **automation** of the production line.

THE RESULTS

The implementation of this solution resulted in a number of benefits for the client, including:

- **Process optimization:** through automating the production line and minimizing human error;
- **Prevention:** the creation of a set of alerts has contributed to preventive work, minimizing the need for damage control;
- **Centralization:** several activities available in one application through the replacement of old and outdated core systems;
- **Culture:** development of an inside culture of constant innovation and growth by integrating business and technology.

IMPROVING CUSTOMER EXPERIENCE WITH A SINGLE CLICK

This client was looking to develop its first OutSystems app for customers, as an **efficient communication channel** to improve customer engagement. Noesis helped develop the loyalty card app, which aims to be a **universal tool for the user**, digitalize the membership process and customize the end user experience.

Sector:
Consumer Products, Retail & Distribution

#1
Downloaded app in 1 Week (Portuguese App Store)

2018
Innovation Award Winner

15k
Registers in 2 days

800k
Users

GOALS

- Create a **universal tool** for the user;
- Develop an **agile back-office**;
- **Process revision** and **optimization**;
- Simplify **deep-linking**.

THE RESULTS

Today, the **loyalty card app** is the most widely used app developed by this client, with positive results:

- **Flexibility and scalability**, with new features released every 2 weeks and the ability to integrate new partnerships;
- Improvement in performance by **optimizing back-office processes and interactions** with core systems;
- Increased **customer satisfaction**.

NOESIS CENTRALIZES PROCESSES FOR CONTRACTED JOBS

As a result of its clients' increasing demand for precision and quality in the service, this client decided to develop an app to manage its commercial moving jobs.

Noesis helped develop a web and mobile app aiming to **optimize processes**, **simplify item tracking**, **improve the control over task progress** and **minimize human error**. During moves, using QR coded labels, items can be easily cataloged.

Sector: **Services**

100+ **Users**

2 **Developers**

9 **Weeks of development**

#1 **OutSystems project for this client**

GOALS

- Optimization of the **moving process**;
- Improved **quality** and **communication**;
- High level of **user satisfaction**;
- Reduced manual labor for **minimal error**;
- **Transparency** and **real-time access**.

THE RESULTS

The app is now being used in moves complementarily to the traditional process, to optimize tracking and collect information:

- **Improved customer experience and satisfaction**: the growth in process efficiency and the possibility to access information in real-time have largely contributed toward customer satisfaction;

- **Operational cost reduction and time saving**: the app has minimized human error and the risks of object loss/damage. The processes of object pickup, inventory and delivery have been optimized.

Empowering Decisions with Big Data and Artificial Intelligence

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AI & Data Analytics A Fresh Look at The Future of Business

noesis

WHY?
TOGETHERNESS

A slipstream for your
digital transformation

outsystems ELITE Partner

Togetherness is about going beyond low-code technology. Working closely with our customers, based on a strong partnership of 10+ years, we want to bring the ecosystem together to achieve successful outcomes for the client, the team and the community.

Are we going together?

Helping your business
grow faster

Infrastructure • Software • Quality Assurance • People

Portugal | Brazil | Ireland | Netherlands | USA