Cleva & PRÉVOIR Portugal: a partnership for life

When PRÉVOIR decided to launch its business in Portugal, in 1996, the company was searching for more than a technology provider: it was searching for a partner that would help build a new operation with the sturdiness of those who know the insurance industry from within. Cleva responded from the first moment, taking on a pivotal role in the creation of the technological foundation of the company's Portuguese branch. Thus, a long-lasting partnership was born, characterised by a mutual trust bond from the first moment.

This project required several deep adaptations from both parts. PRÉVOIR brought a mutualistic approach rooted in the French market that needed to be interpreted and adapted into the Portuguese regulatory and cultural context. Cleva responded with flexibility, adapting its core solution to reflect that particularity. At the same time, a strategic investment: the appointment of a French-speaking project manager, capable of ensuring a fluent communication and enhancing the trust necessary for a successful kick-off.

Today, PRÉVOIR Portugal manages around 90,000 insured persons and continues to trust Cleva to ensure the reliability, stability and performance of its operation. The solutions implemented, that include the insurance core, financial components and ITSO services, ensure a solid technological foundation; however, it is the ability to innovate and adapt that make this partnership special.

PRÉVOIR is currently one of the main Life insurers in Portugal, with a consistent and sustainable increase in the premiums of its various products: Risk life insurance, Endowment, Mortgage life insurance, Accident and illness, Retirement savings plan and Capitalisation insurance. From 2017 to 2024, PRÉVOIR surpassed the average growth of the Portuguese market regarding the volume of sold premiums, with the Cleva core solution playing a decisive role in this exceptional performance.

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Innovation with autonomy and confidence

One of the main particularities of this relationship is the autonomy achieve by PRÉVOIR over the years. Through training actions and constant support, PRÉVOIR's actuarial team is now capable of autonomously creating, adjusting and releasing new products, with a complete technical independence. Such an example was the release of an innovative product in 2023, entirely developed by PRÉVOIR's team, only occasionally receiving Cleva's support as a "consultant".

Agility driven by integration

Other crucial factor for business agility has been the high integrability of Cleva core. This allows PRÉVOIR to easily integrate third-party systems and solutions, such as fronting solutions from external companies. The result: a more coherent operation, a faster response to the market demands and a technological foundation that does not limit but rather enhances a continuous innovation.

A story that crosses borders

The project in Portugal was such a success that, in 1999, when PRÉVOIR decided to expand to Poland, the company choose Cleva once again as a technological partner. Although the Polish project had its own challenges, the experience accumulated and the trusting relationship established in Portugal were fundamental to mimic a successful approach in a different European market.

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25 years later, the spirit is the same

This is a partnership that remains solid thanks to three principles: proximity, commitment and vision of the future. Cleva follows PRÉVOIR closely, evolving its solution with new versions and constantly focusing on anticipating regulatory, operational and market demands.

"PRÉVOIR Portugal uses the Cleva solution since the beginning of its operation in 1998, which reflects a solid partnership of over 25 years. The system has always been the company's technological core, assuring the full management of policies, the claims processing, the integration with key areas and regulatory compliance. This solution has allowed automating processes, reducing risks, supporting data-centred decision-making and responding to the compliance requirements, always positively impacting the customer experience" – states José Gonçalves, PRÉVOIR CFO.

What about the future?

"We have currently initiated the strategic reflection process regarding the migration to the version 7 of the Cleva solution, a step that will provide new abilities and a substantial transformation in comparison with the existing paradigm up until version 6.32, which is currently installed" – concludes José Gonçalves.

This statement shows how the partnership has been reinventing itself over the years. We look to the future with the same motivation that brought us here: continuing to grow together by adopting increasingly innovative solutions that align with the challenges faced in an ever-changing industry. PRÉVOIR is, and will continue to be, a leading partner with whom we share more than just a path: we share a vision.