

A ATRATIVIDADE DE PORTUGAL PARA O NEARSHORING

Stéphane Luca (Chief Operating Officer, Diot-
Siaci)



Diot-Siaci Group



- A leading multi-specialist group in France and Europe



- Insurance and reinsurance consulting and brokerage services in Europe, Asia, Middle East and Africa



- Personal insurance, property and liability insurance



- Customized and innovative solutions



- Large and Mid-cap companies, SMEs-SMIs and professionals





€ 728 millions
turnover



≈ **5000**
employees



10 000 +
client companies



5 millions
insured members

(For 2021)

Our commitment to our clients day by day
Protecting innovation to imagine a sustainable and
peaceful future

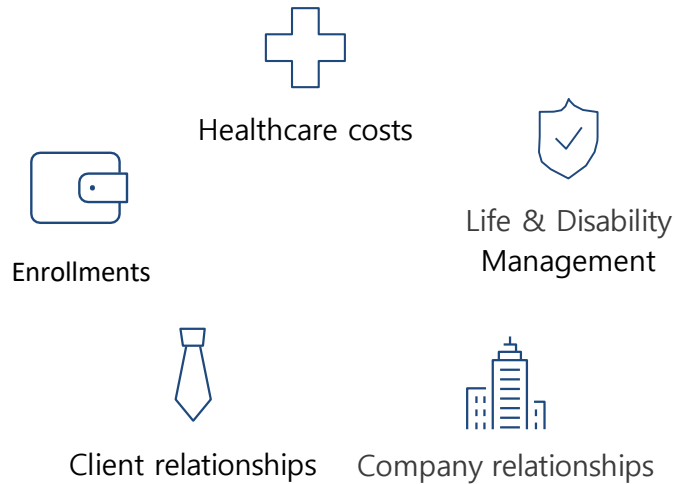
Health and Life



Optimise social protection systems to protect human capital and sustain business



Health and Life management teams to assist HR and employees.



2 internal service centers
Paris and Reims

2 external partners
Intelcia (Portugal)
Tessi (Bulgaria)

400 agents (FO and BO)

250 agents (FO and BO)

3000 Companies
2,5 millions people protected
600 millions € reimbursed
2 millions calls handled

Our convictions

**MAKE CUSTOMERS LIFE EASIER
AND STRESSLESS**



Our partnership with Intelcia

2010



Insourcing

5 agents

1 skill

3000 calls

2022



3 call centers : Dreux (France) , Lisboa and Fafe

120 / 150 agents

5 skills

1,3 million calls + emails management

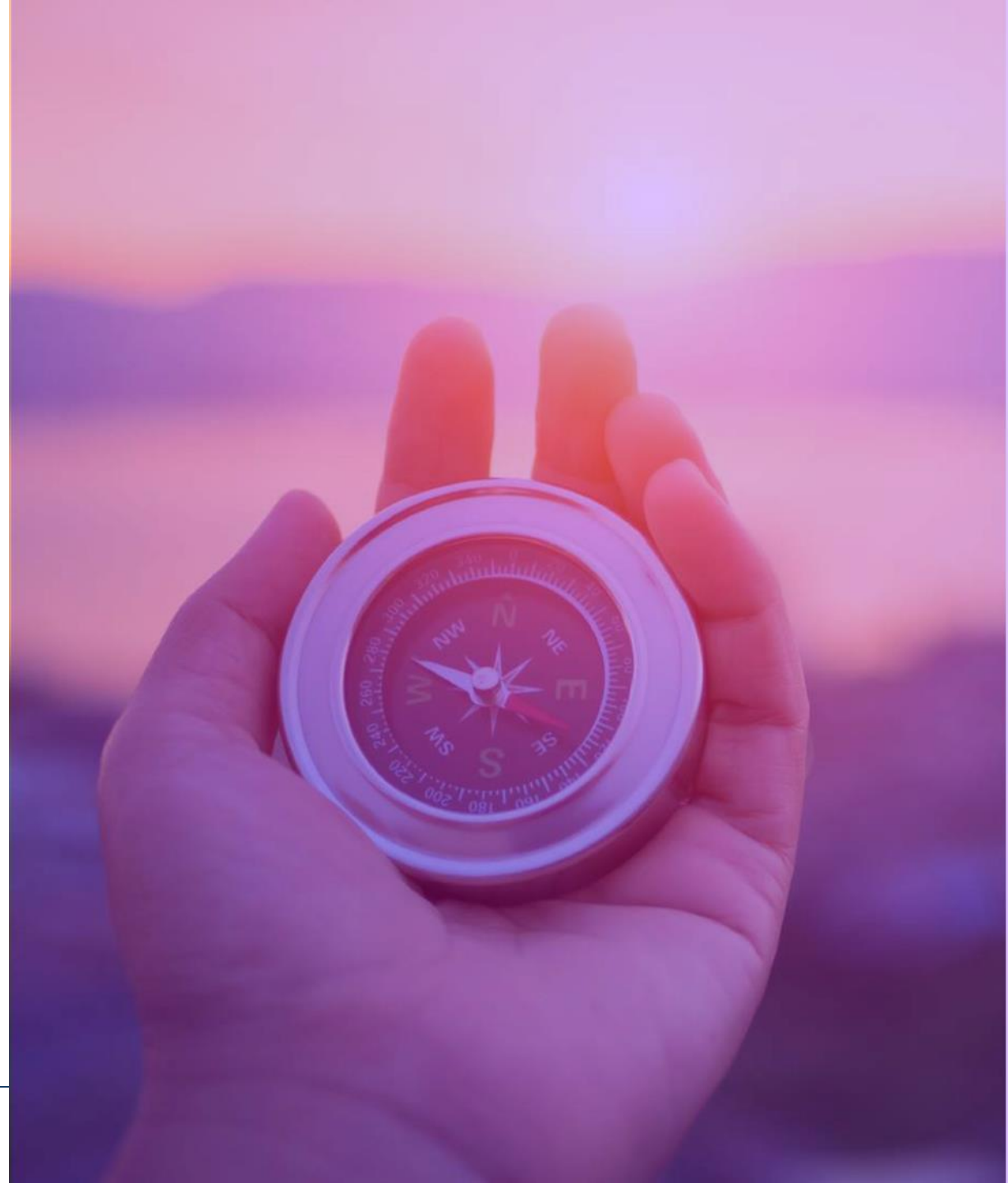


Nearshoring



WHY PORTUGAL ?

WHY FAFE ?



Nearshoring



RESULTS

TOMORROW ?



Nearshoring

THANK YOU





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