USE CASE

TRAVELING WORLDWIDE IN A SAFE MODE WITH AN OUTSYSTEMS APP DEVELOPED BY NOESIS

Noesis developed an OutSystems app that helps ensure the safety of travelers worldwide.

Sector:
Health & Security Services

Business Unit:
Low-Code Solutions

Solution:
OutSystems app

Application to be used worldwide by 1 million users

Fortune Global 500 companies as clients

10 Month project

1 Tech Lead

4 Developers

Innovation Award 2021

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THE CHALLENGE

Our client has a mission to safeguard staff members from client organizations on travel missions, and the anticipation and flawless information is core. The Challenge was to replace a legacy app for the end-users that was built in technologies that were difficult to change, had some performance issues and did not have all the features required by the business.

GOALS

The main goals for this project were:

› To replace this legacy mobile app with a modern application capable of fostering a world-class, real-time, personalized risk management and assistance service;

› To have a flawless application that could ensure the safeguard of the operations;

› To improve UI/UX and to provide an easy-to-use interface for the end-users.

SOLUTION

The app developed to our client is a mobile application rebuilt from scratch by Noesis, using OutSystems modern application development platform to assist travelers in their trips and prepare themselves for any security and medical risks they may encounter in the destination countries.

Travelers receive alerts about incidents and events that can compromise their security and safety. The application uses the user's GPS location to show only relevant data and informs his/her manager of their status and location. In an emergency, the user can contact an assistance center nearby by phone or chat with an operator.

The new mobile application has performance and usability built-in as the primary driver, with brand new CSS and UI/UX.
The new app now features:

> Checklists customized according to the destination;

> Before a trip, the app helps users understand what to know and do to stay safe and healthy when traveling;

> The app tracks the user's location and integrates with our client's platform to monitor local events, such as terrorist attacks, evacuation plans, climate disasters, etc.;

> With up-to-date, real-time data, the app notifies users of events that could affect their health and safety;

> Communication channels available for the user to reach the service 24/7, through phone call or chat, allowing the user to contact our client's service in case of an emergency;

> Access to tools to help users understand border closings and the impact of COVID-19 for an upcoming trip;

> Available worldwide and in multiple languages.

THE RESULT

A user-friendly app that can be rapidly accessed and iterated upon for users that are domestic and abroad. The app's enhanced functionality allows for frequent and meaningful adaptations to market needs and user feedback.

> New features that improve customer service;

> Intuitive dashboards;

> Worldwide 24/7 access to expert medical and security advice and support.

Our client is taking customer service to the next level with OutSystems!

noesis
an **Altia** Company

Noesis is an international tech consulting company offering services and solutions to support clients in their business and digital transformation. Noesis solutions focus on infrastructures, software, quality, and people. The organization is based on highly specialized talents, operating in nine business units and six countries: Portugal, Spain, the Netherlands, Brazil, Ireland, and The USA. Since 2020, Noesis has joined Altia, listed on The Alternative Equity Market, with over 2000 employees, 3 Datacenters, and 20 offices.

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The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Noesis is one of the first, and more experienced OutSystems partners worldwide, and has a dedicated team of more than 150 professionals in its Low Code Solutions practice, with over 250 certifications, to deliver custom made solutions in record-time, with the greatest business impact.