BSI strengthens its European presence by acquiring the renowned fintech riskine

BSI announces the acquisition of Austrian fintech riskine GmbH. The leading fully integrated CRM and CX software provider in its focus sectors is thus continuing its expansion course in Europe. Fintech riskine is considered a pioneer in the industry and will remain a brand, both in its customer business with leading European banks and insurance companies as well as its excellent team and product range. The strategic added value of both companies and a clear goal are at the forefront of the acquisition: to further drive innovation and customer centricity. The transaction is still subject to the necessary regulatory approvals.

Baden (Switzerland) and Vienna (Austria), 15.05.2024

The acquisition of riskine marks another milestone for the software specialist BSI in its mission to continuously develop the digital customer relationship. The integration of riskine's API-based consulting products will further strengthen BSI's expertise. riskine is now represented in 12 markets and actively supports the internationalisation of BSI. With the new location in Vienna, BSI also wants to expand its market presence in Austria and CEE and be close to its customers. Just recently, the traditional insurance company Merkur from Graz opted for the AI-supported BSI Customer Suite with generative 360° customer view and BSI Companion. "The acquisition of riskine underlines our commitment to the European markets and our strategic focus on offering a strong industry solution for our industries," explains Markus Brunold, CEO of BSI. "riskine's expertise complements our own strengths and offers real added value for our customers." The transaction is still subject to the necessary regulatory approvals.

Customer centricity is a common strategic goal

The fintech's advisory suite will significantly deepen the industry logic of the AI-supported BSI Customer Suite. The modular portfolio of riskine will be provided to BSI customers fully integrated into the BSI solution in future. Their end customers will benefit from the solutions through optimised transparency generated in real time with regard to offers and their personal situation. riskine solutions can continue to be used independently, which will not result in any changes for existing customers. "We are delighted to continue to grow together with BSI in Europe and to work on offering our customers first-class, holistic software solutions. We have many overlaps in terms of content and strategy and want to be able to cover customer requirements even more broadly and holistically in the future," emphasises Ralf Widtmann, founder and CEO of riskine. "Our daily business will remain unchanged, as will the entire team, the riskine brand and the product portfolio."

About BSI

With its Customer Suite, the Swiss software company BSI offers a holistic, AI-supported platform for the digitalisation of customer relationships. BSI provides everything that an excellent customer experience needs for banking, insurance, retail and energy & utilities. In addition to its many years of industry expertise, this also includes BSI's CRM system with a generative 360° customer view and a BSI Companion. Around 230 corporate customers use BSI's software to reach their more than 150 million end customers throughout Europe. Since its foundation in Switzerland in 1996, the company has established itself as the market leader in its focus industries in the DACH region. Its customers include renowned companies such as ADAC, Signal Iduna, PostFinance and Merkur. Software and people working together - that's what BSI stands for.

www.bsi-software.com

About riskine

Since 2016, the Austrian fintech riskine has been developing digital B2B advisory and sales software ("white label") for the financial industry based on the latest AI and graph-based technologies. The products support lead generation, advice and closing on all sales channels (self-service, personal, hybrid). riskine creates real customer centricity in financial advice by placing objective risks, subjective risk preferences and the wishes and dreams of end customers at the centre of the solution. To date, riskine's clients include over 50 insurance companies, financial distributors and banks in 12 markets.

www.riskine.com

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Footage

Credit: BSI

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