

Flexperto customers find the perfect solution at BSI Software

BSI Software welcomes Flexperto customers as Flexperto will discontinue its platform by the end of 2026. Thanks to the BSI Snapview solution, customers will experience a smooth transition and continued excellence in digital consulting.

Baden, 03.02.2025 – Software provider BSI Software invites Flexperto customers to continue their online consulting with BSI Software. Flexperto, a European provider of digital consulting software, will shut down its digital consulting platform by the end of 2026 and recommends existing customers to continue with BSI.

The video consulting solution BSI Snapview fully replaces Flexperto's solution for sales and service teams in the insurance industry and seamlessly continues its functionality.

BSI Snapview is the ideal migration partner

After a comprehensive comparison of the functional scope of both platforms with the requirements of Flexperto customers, BSI Software was selected as the ideal migration partner. The BSI Snapview solution not only offers comparable functionality, but also a solution-oriented, industry-specific further development, as the insurance industry is one of BSI Software's focus industries. BSI Snapview is already the leading video consulting service for insurance companies in the DACH region.

With the BSI Customer Suite software solution, BSI offers comprehensive, innovative and AI-supported CRM/CX solutions in the areas of service, sales and marketing. In the BSI Customer Suite package, the video consulting solution BSI Snapview is part of the BSI Engage module and is being systematically developed further. BSI inSign as a solution for electronic signatures already extends the process chains in sales as well as consulting in both products within BSI Engage.

Migration by the end of 2026

BSI Software and Flexperto are working closely together during the transition phase. Initial discussions with customers have already begun, and both companies have agreed to make the migration process as proactive as possible. BSI is offering all Flexperto customers a customized offer to migrate to BSI Engage as part of the BSI Customer Suite or to BSI Snapview as a stand-alone solution. Both solutions guarantee high functionality, stability, data-protection compliance and business continuity. As a leading provider of CRM/CX software, BSI is consistently focusing on extending its digital consulting solutions – with advanced AI components such as transcription and AI assistance, which are already being used successfully.

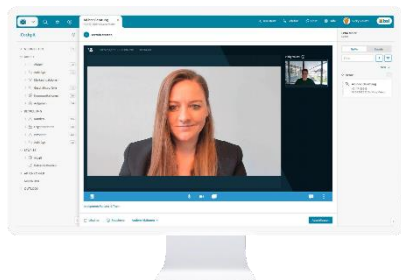
“We have been working with Flexperto for years, whether in customer projects or in cooperation as a partner of inSign. These experiences show us that there is no better solution for Flexperto customers than Snapview from BSI Software – neither in Germany nor worldwide. In terms of functionality and process integration, other platforms cannot keep up,” says Adrian Bucher, Head of Business Development at BSI Software.

Footage



(Caption)

Adrian Bucher, Head of Business Development at BSI Software,
Managing Director of inSign and riskine



(Caption)

The video consulting solution BSI Snapview can be adapted individually to the corporate design and integrated into one's own systems and processes.



About BSI Software

The Swiss software developer BSI Software provides a holistic, AI-supported platform for the digitalization of customer relationships. For Banking, Insurance, Retail, and Energy & Utilities, the BSI Customer Suite provides everything necessary for an excellent customer experience. In addition to its many years of industry expertise, this also includes BSI's CRM system with a generative 360° customer view and the BSI companion. Around 230 corporate clients use BSI's software to reach over 150 million end customers across Europe. Since its founding in Switzerland in 1996, the company has proved itself as a market leader in its focus industries in the DACH region. Its clients include renowned companies such as ADAC, Raiffeisen Bankengruppe, Signal Iduna, PostFinance, and Merkur Versicherung. Software and people together - that's what BSI stands for.

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