

A hand is shown from the right, with fingers spread, protecting a small wooden house and three wooden figures (representing a family) on a wooden surface. The background is a blurred blue shirt.

Strategic Information Systems Plan of the Mutua Propietarios Group

IThink 

One Step Ahead
in the Digital World

As part of its strategic plan, the Mutua Propietarios Group entrusted IThinkUPC with the design of a technology roadmap to guide the evolution of its information systems across all group companies. The result is a shared strategy, aligned with business objectives, that promotes cohesion, efficiency, and informed decision-making.

The challenge

The Mutua Propietarios Group (GMP), a leading insurance provider in the field of real estate ownership, needed to evolve its technology model to address the needs and new corporate challenges arising from its strategic plan.

Despite having a strong foundation — with modern infrastructure, consolidated technology tools, and robust IT governance — **the group wanted to move toward a fully shared vision of technological evolution to guide all of its companies.** A transversal diagnosis was needed, as well as the identification of common priorities and a clear, realistic plan that aligned technology and business across the organization.

The ultimate goal was to define a roadmap that would allow technology investments to be guided by business value and strategic priority, ensuring alignment across the different entities.

The project

To address this need, **the PSI 2026 project** was launched to establish the roadmap for the cohesive evolution of the Mutua Propietarios Group's information systems, through the development of **seven system plans** — one for each company in the group.

The project was structured into **three phases**:

- **AS-IS**, with a 360° diagnosis of the current state of each organization. This phase included interviews with key stakeholders, document analysis, review of processes, IT architecture, service catalogues, security, and applications. The team conducted a thorough analysis of over **60 processes, 130 applications, and 230 documents**, involving business units and the IT team.
- **TO-BE**, focused on defining future scenarios based on SWOT analyses, business and IT needs, relevant technological trends and priorities defined in the Strategic Plan.
- **TO-DO**, with detailed planning of the project portfolio for the next three years, including timeline, dependencies, cost estimates and identification of quick wins.

IThinkUPC played a key role in both the coordination of the project and the facilitation of collaborative working sessions, providing methodology, technological insight, and alignment with business objectives. Monitoring committees, validation workshops, and executive sessions were organized to ensure proposals addressed the group's real needs and achieved broad consensus and internal commitment.

Roadmap execution and monitoring

After the plan was defined, **the progressive rollout of identified initiatives** began, integrating them into the project portfolios of each company based on their strategic impact and priority. This integration followed the group's established monitoring models, ensuring a common vision and enabling orderly execution, clear traceability, and cross-area coordination.

Each project includes its own key performance indicators (KPIs) to monitor impact and adapt planning to business evolution. This structure supports agile change management and ensures proper alignment between technology investments and corporate priorities.

The results

The project has provided the Mutua Propietarios Group with a solid foundation to continue driving its digital transformation with a global vision aligned with business objectives, yet tailored to the reality of each company.

More than 300 technology initiatives were identified, with **98 included in a joint plan** prioritized by type and strategic value.

Key benefits include:

- Better **alignment between technology and business** through coordinated, value-driven planning.
- Greater **efficiency and cohesion** in ICT investments, enabled by shared principles, tools, and criteria.
- **Strengthened governance**, with processes and mechanisms that support informed decision-making and performance tracking.
- **A clear roadmap** or application evolution, offering visibility on replacements, integrations, and new solutions to support strategic investment planning.

Together, these results position the group to face the coming years with a strong technological foundation, a structured project portfolio and a more agile and coordinated response capacity.

For more information,
contact us.