

Deliver mission-critical software, applications, and agents

How 8 global companies are building
apps and agents with AI and low-code
development



Enterprise AI: Built without compromise

For decades, leaders have faced a fundamental trade-off: build a custom solution that perfectly fits the business but is slow and costly to develop, or buy a packaged solution that can be implemented quickly but forces compromise. AI tools attempt to solve this, but they often magnify the challenge, triggering a flood of ungoverned point solutions and integration gaps.

OutSystems is the only platform that eliminates the compromises between building and buying, providing the [AI-powered low-code platform](#) that empowers you to build perfect-fit, mission-critical applications and agents with the speed and security of an enterprise-grade platform. The result is innovation up to 10x faster, with governance and scalability built in from the start.

But don't take our word for it. The proof is in the tangible results achieved by companies worldwide. See how 8 pioneering companies across industries are building mission-critical systems and redefining what's possible with OutSystems.

What is mission-critical software?

Mission-critical software is what your business truly runs on—the complex, core systems where you simply can't afford to compromise. These applications demand a perfect fit for your unique processes while meeting the highest standards for security, scalability, and performance. [OutSystems](#) empowers your existing teams to build and evolve these mission-critical solutions in a fraction of the time, without trade-offs.



5 strategic initiatives global brands accomplish with OutSystems

1

Agentic AI innovation

Leaders drive real business value and transformation by building AI agents quickly to support all areas of the company—without risk and without requiring AI expertise.

2

IT speed and agility

IT teams respond to business needs faster than traditional code or even AI copilots. They also eliminate bottlenecks by automating repetitive tasks, accelerating the entire software development lifecycle.

3

Operational efficiency

Enterprises help their employees work smarter by building agents and apps that reduce waste, allowing teams to focus on strategic work that drives the business forward.

4

Legacy modernization

Businesses breathe new life into their legacy systems, transforming them into modern, agile applications that can keep up with changing business needs.

5

Customer experience

Brands develop modern, personalized experiences that meet the needs and preferences of their customers and employees, all while driving revenue and gaining a competitive advantage.

Bosch builds one of the first Industry 5.0 applications



INDUSTRY

Manufacturing

HEADQUARTERS

Gerlingen, Germany



THE COMPANY

One of the world's most prominent engineering and technology operations, Bosch is headquartered in Germany and spans 470 branches in more than 60 countries. Its IT department includes over 11,000 collaborators responsible for building internal applications.

THE CHALLENGE

Bosch's Home Comfort, Mobility Solutions and Building Technologies division manufactures "technology for life." It needed a solution that could train employees quickly to work with modern, Industry 5.0 equipment.



RESULTS

With OutSystems, Bosch created Skillinx, a platform that combines AI and IoT to facilitate human-robot collaboration. The results:

- Built Skillinx **3x faster** by using AI-powered low-code instead of traditional tools
- Reduced ramp-up times for new assembly lines **from 4 weeks to 4 days**
- Expected to reduce nearly **1 FTE per plant** for daily task management

[Watch the video](#)

"With this package of speed, robustness, and delivery, we are able, definitely, to show this innovation capacity existing at Bosch, and this definitely leverages the image of Bosch as an innovative company."

— Nelson Ferreira, Industry 4.0 Coordination, Bosch

Petrobras embraces agentic AI to increase auditor productivity



INDUSTRY

Energy & utilities

HEADQUARTERS

Rio de Janeiro, Brazil



THE COMPANY

Committed to leading the energy transition in Brazil, Petrobras has developed a robust plan to build AI solutions aligned with its strategic programs. Its goal: to become an AI-driven organization and democratize access to AI for all of its employees.

THE CHALLENGE

Petrobras already uses more than 50 models and 1,000 API keys to power its AI strategies. Next up: using agentic AI to overcome the arduous, manual, and time-consuming audit planning process.

Earlier wins: Creating a low-code Center of Excellence

Petrobras' foray into agentic AI builds on [its prior success with OutSystems](#). The company first turned to the AI-powered low-code platform to reduce its technical debt and improve business agility. Using OutSystems, Petrobras built a Center of Excellence, **developed 48 applications in its first 8 months**, and **accommodated 400+ deployments** per month.

RESULTS

With OutSystems, Petrobras created "Raí," an application that leverages agentic AI to quickly surface auditing rules and best practices. The results:

- **Reduced time spent on research by 90%** within the first 6 months
- **Achieved 50% time savings** for very specific tasks
- **Improved the user experience** for auditors

[Read the full case study](#)

"Comparing building Raí from scratch or using OutSystems to build it, the choice was simple. By making OutSystems our tool of choice, we have seen gains in development speed. Project maintenance is also much more efficient."

— Silvia Lopes Santa Isabel, Digital Audit Manager, Petrobras

HEINEKEN scales application development worldwide



INDUSTRY

Consumer goods, food & beverage



HEADQUARTERS

Amsterdam, the Netherlands

THE COMPANY

An iconic beer brand for more than 150 years, HEINEKEN encompasses 80+ operating companies (OpCos) worldwide. In the early 2020s, the brewer launched a company-wide strategy called EverGreen to future-proof its business and meet the demands of a fast-changing world.

THE CHALLENGE

Meet EverGreen's ambitious goal to give back 1 million hours to the organization by the end of 2025 through the digitization of thousands of tasks across the 80+ OpCos worldwide. Achieving this level of hyperautomation would require HEINEKEN to support its operating companies' needs without massively growing its IT team.



RESULTS

With OutSystems, HEINEKEN:

- Created a federated development model capable of supporting **25+ potential decentralized teams**
- **Scaled application development** across 190 countries
- **Improved cost efficiency** while reducing repetitive work and tech sprawl

[Read the full case study](#)

"With tools like OutSystems, we can reuse components from previous apps. So, 80% of a new app is already built before we even start. That's the strength of our development model."

— Giada Binelli, Global Low-Code Product Owner, HEINEKEN

Infineon accelerates digitization strategy with low-code and launches GenAI app



INDUSTRY

Manufacturing



HEADQUARTERS

Neubiberg, Germany

THE COMPANY

A global semiconductor leader in power systems and IoT, Infineon Technologies AG develops and markets a broad range of semiconductor-based solutions focusing on key markets in the automotive, industrial, and consumer sectors. The company drives decarbonization and digitization with its products and solutions.

THE CHALLENGE

With digital transformation as one of its core pillars, Infineon needed to overcome typical development challenges, such as an application backlog, while boosting developers' productivity and improving collaboration with business and IT.



RESULTS

With OutSystems, Infineon democratized application development and:

- Established a Center of Excellence with **200+ developers** creating apps on OutSystems
- Produced **100+ apps in 2 years**, including a GenAI, ChatGPT-like app
- Is actively pursuing roughly **200 new applications**

[Read the full case study](#)

"Within just a couple of weeks, we built the first MVP of an internal ChatGPT app. That's OutSystems. It helps us make things happen."

— Walter Nirschl, Global Head of IT Workspace Services, Infineon

Medtronic improves patient care with digital heart monitoring service

Medtronic

INDUSTRY

Healthcare, pharma, & biotech



HEADQUARTERS

Minneapolis, Minnesota, USA

THE COMPANY

The world's largest medical device company, Medtronic offers technologies such as implantable cardiac devices, spinal implants, and automated insulin pumps. Its solutions support more than 70 chronic conditions and play a crucial role in safeguarding the healthcare of millions of people globally.

THE CHALLENGE

Implement a secure platform to create mission-critical software that would put relevant information in front of clinical staff without overwhelming them with too much data.



RESULTS

With OutSystems, Medtronic launched FocusOn™, an IoT-enabled remote monitoring and triage program for cardiac conditions in just six months. The results:

- Triaged **450,000+ data transmissions** from patients in 13 countries since FocusOn's June 2016 launch
- Reduced data for provider review by 80%, **saving 35 years** of clinical staff working time since launch
- **Saved 50%** on IT budget

[Read the full case study](#)

"We wanted a secure platform that would allow us to build the capabilities we needed quickly and easily—and that's what OutSystems delivered."

— Karel Nouwen, Senior IT Director, Digital Business and Digital Health, Medtronic

Western Union launches next-gen digital banking services in 11 months



INDUSTRY

Banking & financial services

HEADQUARTERS

Denver, Colorado, USA



THE COMPANY

Western Union is a global leader in cross-border, cross-currency money movement and payments. The company operates in 200-plus countries and territories, connecting 120 million people to the global economy across approximately 130 currencies.

THE CHALLENGE

Amid growing customer demand for digital banking products, Western Union needed to accelerate application development, improve agility, and deliver great customer experiences. Doing so meant moving its on-premises IT infrastructure to the cloud and finding ways to speed deployment and iteration.



RESULTS

With OutSystems, Western Union:

- Launched a new digital banking app in Germany and Romania **in 11 months**
- **Delivered 20+ internal employee-facing apps**, including multiple back-office and workflow solutions
- **Accelerated onboarding** for new developers while eliminating knowledge silos in the dev team

[Read the full case study](#)

“We estimate that we’re getting new products to market at least twice as fast as competitors, and we’re probably using a tenth of the resources they are on front-end development.”

— Western Union Digital Innovation Team

Scoot increases data visibility by 90% with new mission-critical command center



INDUSTRY

Logistics & transportation

HEADQUARTERS

Singapore, Singapore



THE COMPANY

The low-cost subsidiary of Singapore Airlines, Scoot operates a fleet of over 50 aircraft, flying to over 70 destinations across 18 countries and territories in Asia-Pacific, the Middle East, and Europe.

THE CHALLENGE

Transform manual text communications into automated workflows by developing a secure, mission-critical app to manage internal communications regarding flight disruptions.



RESULTS

With the OutSystems AI-powered low-code platform, the IT team built and deployed the new Virtual Operations Command Center in four months. The results:

- Saved **3,000+ operational minutes** per month
- Increased **data visibility by 90%**
- **Reduced manual processing time by 60%**

[Read the full case study](#)

"By transforming our operations control center—the 'nerve center' of the airline—with data and AI-driven insights, we have strengthened real-time decision making, improved cross-team collaboration, and accelerated our response during disruptions such as flight delays or cancellations."

— Jaya Balaji MV, Vice President, Information Technology, Scoot

AmTrust unleashes agility with low-code for professional developers



INDUSTRY

Banking & financial services



HEADQUARTERS

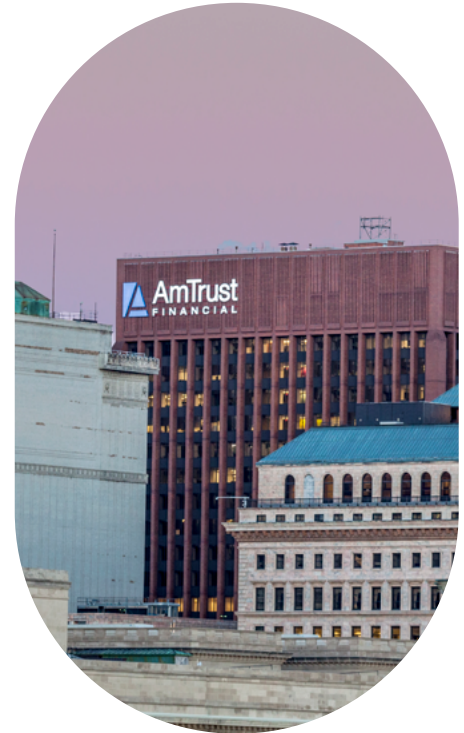
New York, New York, USA

THE COMPANY

A leading global property and casualty insurance company headquartered in the U.S., AmTrust delivers outstanding insurance and risk solutions worldwide through innovation and niche expertise. Its workers' compensation practice is the third largest in the U.S.

THE CHALLENGE

Operating within a highly-regulated industry, AmTrust's IT team encountered mounting pressure to deliver applications faster and drive competitive differentiation. The team needed an application development approach that would improve efficiency without sacrificing security, compliance, or reliability.



RESULTS

With OutSystems, AmTrust:

- Created a digital factory with **40+ developers**
- Launched **6 new internal and external applications in 15 months**
- Continually **delivers fresh solutions** across line-of-business segments

[Read the full case study](#)



"OutSystems has allowed us to go faster and deliver to our business partners those service capabilities they've always been asking for, but we just didn't have the time to do."

— Ariel Gorelik, EVP, CIO, and Head of Operations, AmTrust Financial Services, Inc.

Explore the future of mission-critical software, powered by OutSystems and AI

As enterprises shift into an agentic-driven future, AI-powered low-code provides the foundation to move faster and smarter—without having to compromise on your unique business needs.

OutSystems combines low-code with powerful AI capabilities, [Agent Workbench](#) and [Mentor](#), giving enterprises the tools to create AI agents and build mission-critical apps reliably and securely at scale.

Discover why more global customers trust OutSystems to accelerate their most ambitious business initiatives:

- Get a personalized [demo](#) and see how the [OutSystems platform](#) can help you achieve your enterprise's goals
- Discover what's possible with a library of proven [OutSystems use cases](#)

[Book Demo](#)

Recognized by Gartner®

OutSystems is recognized as a Leader in the [Gartner® Magic Quadrant™ for Low-Code Application Platforms](#) and ranked #1 for Custom Application Development in the [2025 Gartner® Critical Capabilities for Enterprise Low-Code Application Platforms](#).

