Client story

Instituto de Informática I.P.: ClearPath systems power Portugal's pension promise

Processing €1.2 billion monthly for 3 million citizens with zero tolerance for failure

Client overview

- Instituto de Informática I.P.® operates Portugal's pension system, ensuring 3 million citizens receive monthly payments totaling €1.2 billion

- As the central technology authority for Portugal's Ministry of Labor, Solidarity and Social Security, it connects millions to essential services

- Each payment helps Portuguese families cover essential needs, from housing and healthcare to daily living expenses, reinforcing financial stability where it matters most

Objectives

- Maintain zero-tolerance reliability for mission-critical pension processing where system failures directly impact citizen welfare

- Support massive payment volumes while meeting government security and compliance standards

- Provide scalable infrastructure that adapts to Portugal's evolving social security requirements

Why Unisys?

- Proven track record of helping public sector agencies launch new technology without disrupting operations

- Ability to integrate AI-powered data intelligence, cost-effective cloud solutions and robust cybersecurity protections into complex government technology environments

- An extensive history of helping public agencies comply with federal and state-level data privacy regulations

Solution

- Deployed ClearPath Forward® Dorado Systems for high-performance processing engineered for mission-critical government applications

- Comprehensive infrastructure manages databases; applications; and processes across production, testing and development environments

- Dedicated maintenance services ensure performance optimization, security monitoring and reliability

Results and benefits

- Over 3 million citizens receive a reliable pension payment monthly

- The implemented system delivers €1.2+ billion in social security payments consistently

- Infrastructure enables seamless citizen service delivery from claims processing to payment distribution

When citizen welfare depends on technology

Every month, Instituto de Informática I.P. faces a responsibility that extends far beyond technology operations. Three million Portuguese citizens count on them to deliver over €1.2 billion in pension payments, money that keeps families housed, fed and secure.

As Portugal's central technology authority for social security services, Instituto de Informática I.P. manages one of Europe's most demanding government workloads. Behind every transaction is a real person whose monthly payment makes the difference between financial security and hardship.

The challenge: zero margin for error

Sistema de Informação de Pensões (SIP), Portugal's pension information system, processes millions of transactions monthly. Any disruption affects citizens' ability to pay for essentials, making reliability non-negotiable. The agency needed infrastructure that could handle massive volumes while meeting the security and compliance standards that government financial operations require.

Why partner with Unisys?

Unisys brings proven expertise in government technology with a focus on citizen service delivery. We understand the unique responsibilities public sector agencies face and the operational excellence citizens expect. Our decades of experience supporting government institutions worldwide made us the right partner for Portugal's mission-critical pension operations.

The ClearPath solution

Portugal's pension system runs on ClearPath Forward® Dorado Systems, specifically engineered for high-performance, mission-critical government applications.

This dedicated infrastructure orchestrates complex workflows across databases; applications; services; and processes in production, testing and development environments.

The platform delivers the processing power needed for demanding workloads while providing the security and fault tolerance essential for government financial operations. Comprehensive maintenance services include performance optimization, security monitoring and reliability assurance.

Enabling what matters most

The collaboration between Instituto de Informática I.P. and Unisys demonstrates how proven technology solutions enable government agencies to fulfill their essential citizen service responsibilities. Month after month, this infrastructure processes three million pension transactions, ensuring €1.2 billion reaches Portuguese citizens without interruption.

This partnership shows that when government agencies are empowered by the right technology, they can go beyond daily operations to focus on their core mission: serving citizens and supporting community welfare.

To explore how ClearPath Forward solutions can help you build mission-critical government systems that citizens can depend on, visit us online or contact us today.

U UNISYS