SIGNAL IDUNA Rolls Out Gemini Enterprise for over 10,000 Employees

Dortmund/Hamburg, Germany, October 9, 2025 – SIGNAL IDUNA, a pioneer in the insurance sector, is rolling out Gemini Enterprise from Google Cloud to its more than 10,000 employees and sales partners. The solution will empower its workforce to develop individual, decentralized artificial intelligence (AI) agents autonomously, enabling employees to optimize their specific job functions and boost efficiency. This comprehensive AI deployment positions SIGNAL IDUNA at the forefront of the insurance industry.

With the introduction of Gemini Enterprise, SIGNAL IDUNA is moving decisively beyond the capabilities of standard virtual AI assistants. The platform can be integrated with internal systems like CRM, HR, or marketing tools, giving employees access to the data they need to build tailored AI solutions for their daily challenges. Following a successful review, these initially individual solutions can then be scaled across the entire group to generate value for the whole company. This initiative not only enhances the digital proficiency of the employees, but also cultivates grassroots innovation from within the organization.

The launch is a key component of the company's MOMENTUM 2030 corporate strategy and a direct response to the ongoing transformation of the modern workplace.

"We are in the midst of a major corporate transformation," said Johannes Rath, Member of the Board at SIGNAL IDUNA for Customer, Service, and Transformation. "In the coming decade, around 30% of our employees will be leaving the company, predominantly due to retirement. Simultaneously, we are on a steady trajectory that will naturally increase our workload. We have been tackling this trend for a while with a comprehensive digitalization strategy centered on artificial intelligence. The pilot phase has already shown that, by launching Gemini Enterprise, we will markedly increase our operational efficiency."

"Since 2023, SIGNAL IDUNA has been using artificial intelligence as a key technology for its large-scale agile transformation," said Chris Lindsay, Vice President, Customer Engineering EMEA, Google Cloud. "We have already seen the significant impact delivered through the introduction of Co SI Health Assistant, that enables customer service agents, especially those with less experience, to access the right information at the right time, leading to shorter wait times, fewer call transfers, and, ultimately, more satisfied customers. The results speak for themselves: information searches are now 30% faster, and inquiries that previously required escalation dropped from 27% to just 3%. Now, the roll-out of Gemini Enterprise elevates our strategic partnership to the next level. As Google Cloud, we are proud to support SIGNAL IDUNA's innovative initiatives in responding to market trends and evolving customer needs with speed and flexibility."

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