

✦ Iris Global COMPANY ANALYSED

Applied use case | Iris Global

Iris Global is reinforcing its operating capacity. Globodain sustains efficiency as a continuous service.

Globodain's analysis of the operating appointment, network scale (~1,600 / 15,000+) and fifth anniversary, and where Orbit sustains that agenda as a monthly service.

1.600

professionals on staff
(approx.)

15.000+

collaborators and
providers in the network

3

fronts where Orbit adds
continuous efficiency



THREE FRONTS

Where Orbit fits in Iris Global's agenda.

Each row starts from a public Iris Global move and describes what Globodain Orbit would add as a marketed monthly service.

01 | Operating efficiency

**Chief Operating Officer (Jul 2026):
reinforce operating capacity and a
more efficient model for clients and
partners**

What Globodain adds

Integrate existing systems, automate manual work in assistance and insurance, and deliver monitoring and compliance as a monthly service with a single owner.

02 | Integrated network

**Nearly 1,600 professionals and more
than 15,000 collaborators: scale that
multiplies coordination and operating
risk**

What Globodain adds

Integrate and automate systems across staff and network, cut manual tasks and align infrastructure with DORA and GDPR through continuous audit and monitoring.

03 | Sustained innovation

**Fifth anniversary: advance as a
reference in assistance through
innovation, excellence and people**

What Globodain adds

Reliable, compliant systems in production: adapt what exists, automate manual work and keep legal alignment, instead of one-off reports.

Globodain's own analysis from public sources. Iris Global and Grupo Santalucía do not take part or endorse it. Figures per sources; scenarios are indicative.



OPERATIONS

A more efficient model is measured on the network already running, not on the org chart.

THE CHALLENGE

The scale is already there. The operating model has to keep up.

WHERE FRICTION SHOWS UP IN ASSISTANCE AND INSURANCE

Different systems across HQ, contact centre and the collaborator network →

Incident coordination that still asks for manual work →

Compliance evidence scattered across vendors and teams →

DORA and GDPR ask for continuous monitoring, not an annual report →

Transformation is announced; integration lags →

Without a single owner, every improvement opens another project →

THE FIGURES

A network already running at scale. Efficiency is decided there.

Figures from public fifth-anniversary and operating-appointment sources.



WHO ELSE TOUCHES OPERATIONS

Red de colaboradores	Repair firms, law offices and health providers; each with their own systems
Integradores y BPO	Contact-centre and digitisation projects; usually close by phase
Asesoría legal / compliance	Interprets rules; does not integrate or monitor the stack continuously

The network is already there. Orbit sustains efficiency by integrating, automating and auditing continuously.

WHAT WE PROPOSE

Orbit as an operating layer alongside Iris Global's transformation.

Globodain does not replace the operations team or the network: it covers integration, automation, compliance and monitoring as a monthly service.

Operations leadership

A more efficient model

One owner that integrates systems and cuts manual work month by month.

Assistance and network

Less friction between systems

Staff and collaborators connected without rewriting every process by hand.

Compliance and ICT

Evidence on a continuous basis

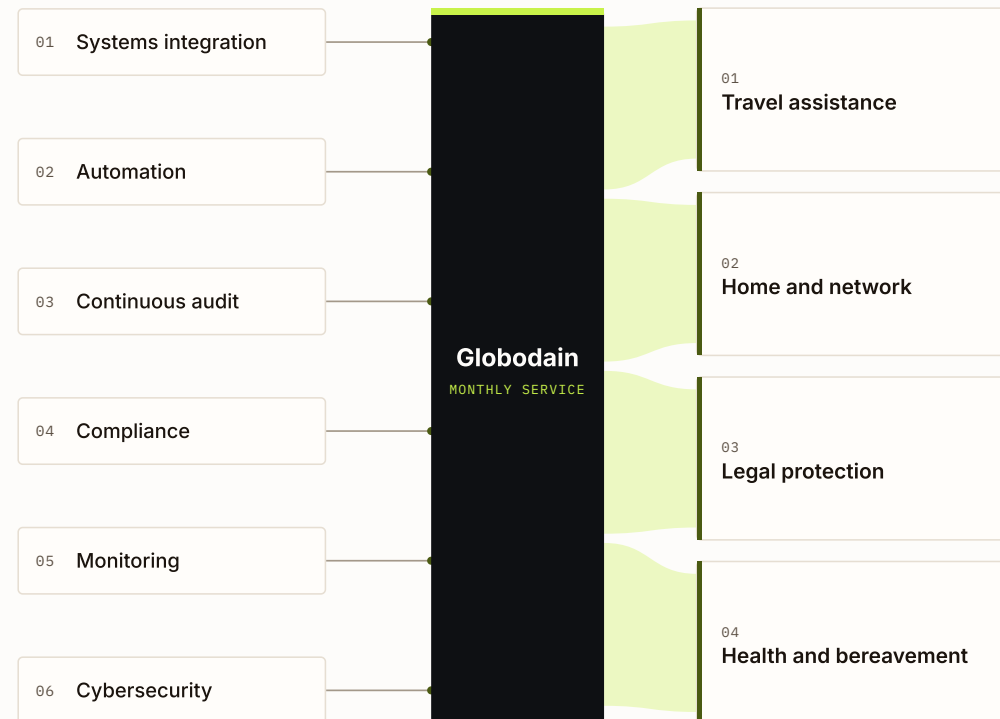
DORA, GDPR and insurance supervision with monitoring in production.

ONE PARTNER FOR THE OPERATING AGENDA

TECHNICAL AREAS

PARTNER

IRIS GLOBAL LINES



6

TECHNICAL AREAS

1

PARTNER

4

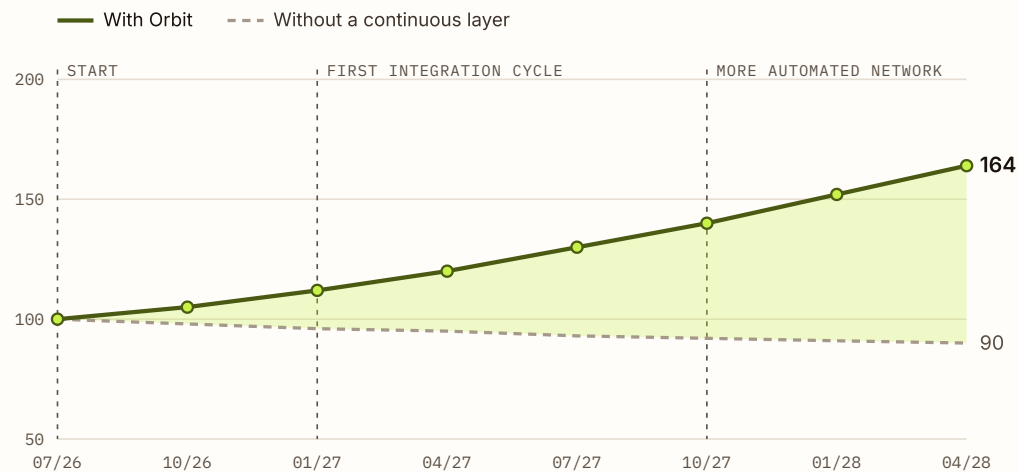
IRIS GLOBAL LINES

EXPECTED IMPACT

More useful capacity on the same network.

When integration, automation and compliance no longer depend on one-off projects.

USEFUL OPERATING CAPACITY (INDEX)



WHERE OPERATING TIME GOES

TODAY

44%

56%

WITH ORBIT

16%

84%

- Manual coordination, evidence and fixes
- Service to clients and the network

×1.8

useful capacity at period end versus operating without a continuous layer

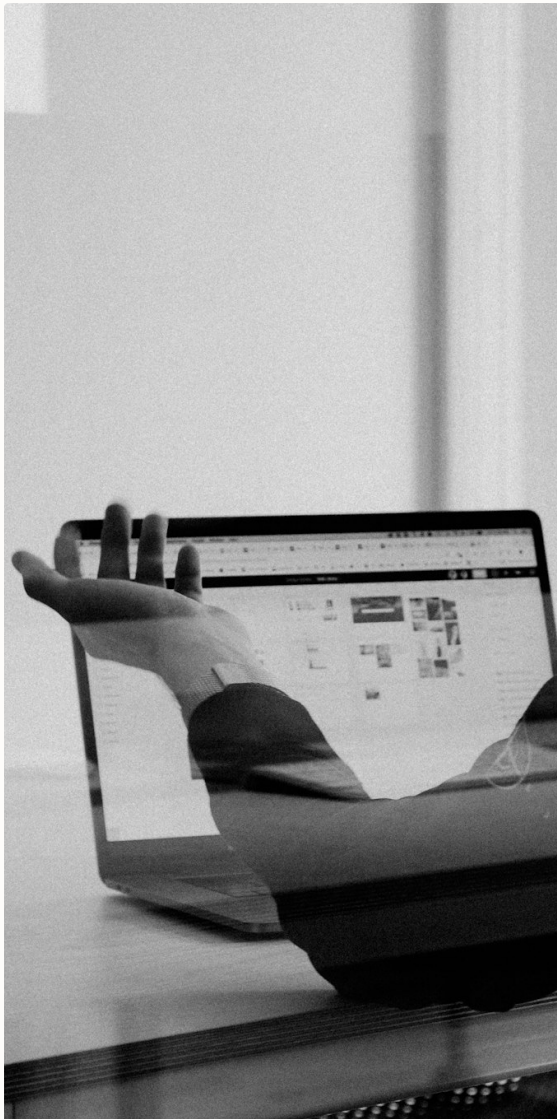
−28 pts

of time returned to service

6 → 1

technical fronts, one monthly service

Illustrative scenario, not a forecast or an Iris Global result. Index 100 = capacity at the start.



CONTINUITY

Transformation moves on; the systems stay audited.

HOW IT WORKS

A monthly rhythm, not a project that closes.

The same cycle for assistance and insurance operations, coordinated with Operations leadership.

01

Diagnosis

Systems, manual flows and regulatory exposure of operations.

02

Integration

Connect staff, contact centre and the collaborator network.

03

Automation

Repeated tasks become traceable and measurable.

04

Monitoring

Compliance, ICT and third parties watched continuously.

What we do | 01

Integration and automation of assistance and insurance systems

What we do | 02

Continuous audit, compliance and technology monitoring

What we do | 03

A monthly service with a single owner that scales with the network

BENEFITS

What Iris Global gains in day-to-day operations.

01

A more efficient model
Less manual work around assistance.

02

Network under control
Collaborators and systems aligned to one rhythm.

03

Compliance in production
DORA and GDPR with evidence month by month.

04

Innovation without friction
Improvements on infrastructure that is already compliant.

05

A single owner
Integration, audit and monitoring inside Orbit.

06

Scales with growth
The service adjusts as the network grows.

THREE MODELS AFTER THE OPERATING APPOINTMENT

	Internal teams only	Consultancy project	Orbit continuously
INTEGRACIÓN	Por área	Por fase	Maintained
AUTOMATIZACIÓN	Ad hoc	Al cierre	Monthly
CUMPLIMIENTO	Scattered	Informe	In the same service
INTERLOCUTOR	Several	El del proyecto	One

WHY GLOBODAIN

Continuous engineering for assistance operations at scale.

01

Integración

HQ, contact-centre and network systems on one map.

02

Automatización

Manual flows turned into traceable processes.

03

Auditoría técnica

Stack, third parties and operating surface under review.

04

Cumplimiento

DORA, GDPR and insurance supervision on real use.

05

Monitorización

Alerts when systems, vendors or rules change.

06

Ciberseguridad

Controls over assistance and people data.

WHERE OUR ROLE ENDS

- We do not speak for Iris Global or Grupo Santalucía
- We do not certify legal conformity or issue legal opinions
- We do not replace Operations leadership or the collaborator network

This case describes how Globodain Orbit could support Iris Global's operating agenda. It is Globodain's own analysis from public information, not an agreement or an ongoing project with Iris Global.

We describe applicable capabilities, not a commercial relationship with Iris Global.

NEXT STEP

Running assistance or insurance at scale? Let's review the model.

Rubén Ayuso reviews systems, regulation and what Orbit can automate continuously with you.

Discuss this case

TO DISCUSS THIS CASE

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