

Enabling Enterprise Efficiency |

Smart IMS
Xymphony



Unified User Experience

Providing a seamless experience across devices, including voice and chat, fully customizable to align with the carrier's branding and effortlessly integrating with multiple core systems



Managed Applications

Core systems Implementation, Support and Monitoring - Policy, Billing, Claims, Data and Portals.



Managed Communications

Simplified connectivity, collaboration, security, and service assurance using reliable UCaaS solutions.



Managed Infrastructure

AI powered 24/7 NOC & SOC services, cloud management in AWS & Azure, End-point management.



To Know More About
Our Insurance Practice, Scan Here

SmartIMS

SmartIMS



Our Locations

Headquartered

103, Morgan Lane,
Plainsboro, New Jersey 08536.

USA | Canada | Mexico | Netherlands | UK
Singapore | Hong Kong | Japan | Australia | India



Contact Us

609-955-3030

Insurance@SmartIMS.com

www.SmartIMS.com

Reimagining User Experiences

Simplifying Approaches. Elevating Impacts
Making Every Interaction Count







About Us

Smart IMS is founded by business and technology experts with extensive background in architecting, implementing, and managing large & complex IT programs. Headquartered in Plainsboro, New Jersey, Smart IMS has grown to be a trusted technology and business partner.

In over two decades of our journey, we've developed unmatched support and expertise through our niche offerings. Today, we are at the forefront of innovation, leveraging Agentic AI to empower enterprises with intelligent automation, adaptive systems, and data-driven decision-making that redefine operational efficiency.

We are a global service provider of Application & Infrastructure Management, Unified Communications, Digital & Cloud solutions, Quality Assurance, and Cyber Security. As a Microsoft Gold Certified Partner, Oracle Platinum Partner, and AWS MSP Partner, we enable enterprise efficiency by consistently delivering business value to our customers.

Our Services

Enterprise Application Management 	Infrastructure Management 
Unified Communication 	Quality Assurance 
Cyber Security 	Cloud Solutions 

Our Offerings

Smart IMS Insurance Practice is guided by a strong philosophy built on the 4Cs – Competency, Creativity, Collaboration, and Cost Effectiveness.

Our tailored solutions empower enterprises to operate smarter, faster, and more efficiently. Delivering measurable impact and lasting value.

Our customers' IT and business teams gain real value from services built on a practice - oriented approach, proven methodologies, strong technology and domain expertise.

Smart IMS Xymphony An agentic AI-enabled user experience solution that empowers Guidewire clients with smarter, adaptive interactions. Our teams continuously optimize lifecycle activities to reduce lead time, lower costs, minimize rework, and enhance customer experience.



Global Footprints



Our Technology Solution

Addressing Key Industry Challenges

- Post-Pandemic Digital Acceleration
- The Demand for User-Friendly Interfaces
- The Growing Need for Self-Service with Generational Shift

