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## Lumera wins XCelent Award for Customer Base and Support

**Celent's comprehensive policy administration market overview for EMEA recognises Lumera for superior client satisfaction, support infrastructure and market presence.**

**Stockholm, March 4, 2026** – Lumera, a leading insurtech company dedicated to the digital transformation of the European Life and Pensions industry, today announced it has been awarded the 2025 XCelent Award for Customer Base and Support in EMEA. This recognition follows from Celent's newly published report [2025 Policy Administration System: Life Insurance; EMEA Edition](#), which includes an overview of 33 policy administration systems available in the EMEA region.

“Lumera has established strong life and pension capabilities in Sweden and is now broadening its footprint into new markets, including the Netherlands and the UK,” said Karun Arathil, Senior Analyst, Celent. “Insurers may wish to consider Lumera as part of their evaluation process, particularly those seeking a pension administration platform that supports defined contribution, defined benefit, hybrid, and group protection schemes within a single, unified system.”

The XCelent Awards are evaluated based on rigorous analysis of vendor capabilities and evidence-based performance. Key considerations for selecting EMEA Customer Base and Support Award recipients involve client satisfaction, support infrastructure, and market presence.

“We are very proud to receive the XCelent Award, which gives independent validation of our long-term commitment to client relations and client success,” says Jonas Alfredson, CEO, Lumera Group. “This recognition should also serve as an illustration of how partnership is baked into Lumera's business model, and our readiness to support clients across European markets.”

Lumera provides a modern, end-to-end policy administration platform that combines hyper-automation and AI support with deep flexibility to develop new products and improve customer outcomes. It offers a standardised, future-proof and continually updated SaaS foundation to enable safe, predictable transformation.

### **For more information, please contact:**

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### **About Lumera**

Lumera is an insurtech company driving digital transformation for the Life and Pensions industry in Europe. We provide technology solutions for insurance administration, data management and migration to a broad base of prominent clients. In addition, we have a wide

range of expert services that combine our technology and industry expertise, tailored to each local market.

Our mission – the Prudent Revolution – is about combining technology with partnerships to offer life and pension companies the fastest and safest journey through complex change.

Lumera is headquartered in Stockholm, with additional offices in the UK, the Netherlands, Norway, Sweden and Vietnam.

The principal owner of Lumera is Monterro, a leading software investor in the Nordics.

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