

Press release

Madrid, May 29, 2026

Nuek brings generative artificial intelligence and the cloud to critical digital payment operations

- The company has presented at the Cloud AI Live Madrid 2026 event a new phase of technological modernization based on generative AI and cloud-native architecture on Google Cloud.
- Nuek Intelligence makes it possible to activate operational knowledge, automate support processes, and accelerate decision-making within highly specialized teams.
- The cloud-native evolution reinforces the availability and scalability of the platform, while its capacity can be multiplied tenfold during periods of peak demand and operational continuity can be maintained without any losses of transactions.
- The project forms part of the partnership between Indra Group and Google Cloud to accelerate the technological modernization of critical businesses through the cloud, artificial intelligence, and next-generation architecture.

Madrid, May 29, 2026 -After its participation yesterday in Cloud AI Live Madrid 2026, Nuek, the technology company specialized in payments of Indra Group, announces a new phase in the modernization of its payments platform, based on the incorporation of generative artificial intelligence capabilities and the evolution towards a cloud-native architecture developed on the Google Cloud technology ecosystem.

The project addresses one of the major challenges facing the industry: providing increasingly critical payment services with higher transactional volumes, greater demands on availability, and the growing need for operational efficiency. Within this context, Nuek has developed the technological foundations of its platform, adapting over six million lines of code to an architecture capable of supporting new business models, absorbing larger transactional volumes, and accelerating the deployment of capabilities in different markets.

“We’re building a new generation of capabilities for digital payments that are more resilient, smarter, and ready to be scaled worldwide. The combination of cloud and generative artificial intelligence enables us to develop Nuek’s operating core and move towards a company that’s capable of turning technology, knowledge, and data into real benefits for its customers”, explained Nuek CEO Javier Rey.

NUEK INTELLIGENCE: GENERATIVE ARTIFICIAL INTELLIGENCE AT THE SERVICE OF OPERATIONAL EFFICIENCY

Nuek Intelligence is a platform that centralizes knowledge, automates processes, and lays the foundations for a network of intelligent agents that can be integrated into different corporate environments, driving a more efficient, autonomous, and scalable operating model.

Based on an RAG (retrieval-augmented generation) architecture, the solution focuses directly on the internal knowledge of organizations, such as technical documentation, contracts, costs, and incidents, to guarantee contextualized and traceable responses aligned with the company's operational reality.

Nuek Intelligence also relies on Google's Gemini models deployed through Gemini Enterprise Agent Platform and advanced semantic search capabilities, enabling it to interpret large volumes of information in real time and facilitate decision-making in highly complex environments.

Its impact is already visible in everyday life. The platform automates incident classifications with 89% accuracy, reduces search times for critical information by 67%, and improves operational efficiency in different areas of the business by around 35%. It can also immediately analyze the impact on critical systems, accelerate code generation, and optimize knowledge management within highly specialized teams.

"Operational knowledge is a critical asset in a payments company, given that its technical documentation, incidents, costs, contracts, systems, and processes must be interpreted rapidly and accurately. Nuek Intelligence enables us to activate this knowledge through generative artificial intelligence so as to make better decisions, accelerate responses, and enhance the efficiency of our operations", said Javier Rey.

MODERNIZING A PAYMENTS PLATFORM WITHOUT BRINGING THE BUSINESS TO A HALT

One of the main challenges posed by the technological transformation of payments involves evolving critical platforms without affecting the daily operations of financial institutions, fintechs, and retailers and the experience of their users. Within this context, Nuek's cloud-native architecture enables increased platform availability and scalability without any service downtimes, including high-demand scenarios and progressive deployments in new markets.

The company is able to guarantee 99.99% service availability as a result of this evolution, while its capacity can be multiplied tenfold in a matter of seconds during periods of peak demand, and new capabilities can be deployed more quickly.

The modernization has been carried out in phases, maintaining the operability of the platform throughout the process to prevent any service downtimes. This approach has enabled the technology to evolve without any effect on the daily operations of customers and users, thereby preventing any losses of transactions during the migration.

"The demands of the market are constantly on the rise; payment services must always be available, and we have to respond in real time and adapt to new volumes, customers, and markets without compromising our operational continuity. The cloud-native evolution of our platform allows us to modernize the business without bringing it to a halt, thus reinforcing our resilience, our elasticity, and our capacity for international deployments. On this basis, the cloud and artificial intelligence will become two key levers when it comes to building a more flexible and efficient data-driven company", added the Nuek executive (Indra Group).

The development of Nuek Intelligence forms part of the collaboration pursued by Indra Group and Google Cloud over the last few years to accelerate the technological modernization of critical businesses through the cloud, artificial intelligence, and next-generation architectures.

About Nuek

Nuek (www.nuek.com) is the technology company of Minsait (Indra Group) specializing in payment infrastructures. It provides issuing, acquiring and Open Finance solutions integrated into a single platform. With over 30 years' experience and a team made up of 1,600 experts, it works with more than 150 clients in Europe and the Americas, helping financial institutions, fintechs and major firms to scale their payment operations, making them more efficient, secure and flexible. Its proposal brings together operational stability, state-of-the-art technology and an innovative vision of the financial future.

About Minsait

Minsait (www.minsait.com) is the Indra Group company leading the market of new digital environments and disruptive technologies. It is highly specialized, has extensive experience of the advanced digital business and sectoral knowledge and it boasts the multi-disciplinary talent of thousands of professionals worldwide. Minsait is at the forefront of the new digitalization, with advanced capabilities in artificial intelligence, the cloud, cybersecurity and other transformational technologies. In this way, it boosts business and generates major impacts on society, thanks to a range of high value-added digital services, customized digital solutions for all areas of activity and agreements with the most important partners in the market.

About Indra Group

Indra Group (www.indracompany.com) is the flagship Spanish multinational and one of the leading European companies in the areas of defence and advanced digitization. It stands at the forefront of the defence, space, air traffic management, mobility, and transformational technology businesses through Minsait, and it integrates its sovereign AI, cybersecurity, and cyberdefence capabilities into IndraMind. Indra Group is paving the way to a more secure and better-connected future through innovative solutions, trusted relationships, and the very best talent. Sustainability is an integral part of its strategy and culture in order to overcome current and future social and environmental challenges. At the close of the 2025 financial year, Indra Group posted revenues totaling €5.457 billion and had a local presence in 46 countries and business operations in over 140 countries.

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