

*“Unisys has provided Bancolombia with innovative solutions for more than four decades. Their services have evolved with us to ensure that we continually enhance our digital banking portfolio to improve the lives of our customers.”*

**Jorge Ospina, Chief Information Officer, Bancolombia SA**

*“Our digital service priorities were transformed and fast-tracked due to COVID-19. Unisys migrated our factoring business to a fully virtual environment to ensure business continuity with reduced TCO.”*

**Walter Duque, Infrastructure Availability Manager, Bancolombia SA**

## Delivering Superior Digital Experience

Success Story

### Business Challenge

Promote sustainable economic development to achieve well-being for businesses and consumers, employees and shareholders.

### Business Outcomes

- Enabled positive customer experience and increased employee productivity through secure, convenient digital services
- Enhanced business continuity through improved availability of factoring services via access to all capabilities in Disaster Recovery (DR) mode in ~1 hour
- Increased speed of moving from production to a DR environment by 50%
- Eliminated dependence on physical infrastructure and reduced DR Total Cost of Ownership by ~90%

### Solution

Digital Workplace Solutions, including 3 Tech Cafés each with technology vending machines, a cloud-based omni-channel contact center with Stealth(identity)™ built-in, service desk supporting ~66,000 monthly IT contacts and ~63,000 monthly business operations/HR/administration contacts, field services to manage ~6,000 monthly incidents, logistics and warehouse services, and support for document processing devices; Enterprise Computing Solutions, including ClearPath® MCP Gold software to migrate infrastructure for factoring services from a physical environment to a fully virtual VMware platform.



Improved availability of factoring services via access to all capabilities in DR mode in

**~1 hour**



Increased speed of moving from production to a DR environment by

**50%**



Reduced DR TCO by

**~90%**



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