



## Providing Secure, Fast, Easy Access to Customers' Financial Information

Success Story

### Business Challenge

Develop stronger relationships with customers at lower cost by offering 30+ services across digital channels, reducing reliance on branches.

### Solution

Unisys Enterprise Computing Solutions, including ClearPath Forward® systems and services; Business Process Solutions, including Application Services to manage, host and integrate the mortgage system with other banking systems and provide simple, direct access for customers via digital channels; infrastructure services; service desk; backup services and web-services as a Service.

### Results and Benefits

- Lowered cost for processing 2.5 million monthly transactions that were previously conducted face-to-face in a branch
- Achieved closer relationships, greater accessibility and transparency in engaging with customers
- Gained greater flexibility to execute mortgage programs that support:
  - 8 million loans and mortgage contracts, plus 50,000 new mortgage contracts per month
  - 30,000 pages of general legislation, 900 million payments, 25 million monthly online transactions
- Eliminated process issues and ensured seamless execution for business operations

*“With this new process, we increased the quality of service to Caixa customers while reducing costs.”*

**Teotonio Costa Rezende**  
**Housing Director**  
**Caixa Econômica Federal**



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