

## Enhancing Customer Experience to Engage Young New Zealanders Through Digital Banking



### The Business Challenge.

Capture the new generation of customer and double customer numbers over a 5-year period.

### The Solution.

Unisys developed and implemented an IT infrastructure transformation strategy, including ClearPath Forward® systems and services to modernize existing systems, high-end storage via a Dell EMC solution, and ClearPath Forward e-Portal to integrate the bank's new mobile app with the core banking application.

### Results and Benefits.

- Increased net new customers and share of wallet in alignment with strategy
- Gained the ability to expand systems in alignment with business growth
- Prepared to stand-up new workloads to support business needs

“We invested in refreshing and modernizing our underlying IT infrastructure to create an environment that supports our bi-modal IT delivery needs now and into the future. We get the best of both worlds by having the performance and security we have always valued, combined with the flexibility the ClearPath Forward fabric offers to help us deliver new and enhanced services to our customers. Unisys continues to provide flexibility and innovation in line with our business strategy – that’s why they have remained our technology partner since 1967.”

**Annette Natta**  
**General Manager of Information Services**  
**The Co-operative Bank**



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