



## Providing Seamless Banking Services to Untapped Markets Across the Country

Success Story

### Business Challenge

Extend core banking and other financial services such as deposits, withdrawals, bill payments, new account openings, and money transfers to remote and inaccessible areas, thereby increasing its customer base among the underserved urban and rural communities across the country.

### Solution

Infrastructure Transformation Services to host and process remote banking transactions via Point of Sale devices or outlets, allowing near real-time transactions where there are no branches; managed services to provide hosting at a near-site Unisys data center which is co-resident with a Managed Services Center for an Application Server Authorization SLA of 99.5%.

Digital Workplace Services, including service desk and back-office support to provide phone assistance and monitoring of operations for bank customers including retail stores and supermarkets.

### Results and Benefits

- Gained new customers by offering banking services through existing retail stores and supermarkets
- Reduced the cost to serve the unbanked by not having to build branches

*“We are able to offer convenient banking services where there are no branches by leveraging low-cost POS devices in retail stores and supermarkets.”*



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