

**Bancolombia**



## Delivering superior employee support with disaster readiness to Colombia's largest bank

**To win and keep digitally savvy young workers, Bancolombia introduced Unisys-staffed Tech Cafés and an omnichannel contact center. Our MCP Gold running over VMware cloud DR solution allows the bank to return to normal operations in minutes following a catastrophic incident.**

### Youth movement

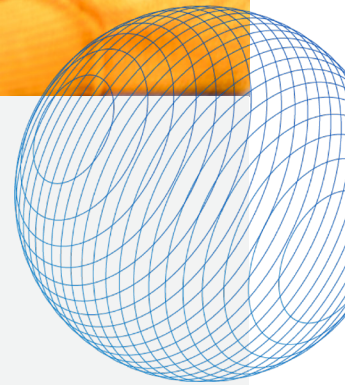
The bank proudly touts its social and equity goals and operates on the leading edge of a youth revolution. Eighty percent of its new employees are young, digital natives. And 85 percent of its transactions, representing 44 percent of sales volume, are completed through digital channels. Cloud-enabled digital workplace services and application development capabilities based on its legacy codebase are essential to Bancolombia's success in the 21st Century.

### Secure support, rapid recovery

The bank's previous on-premises Disaster Recovery (DR) for ClearPath service did not provide all the features needed to continue operations during a system outage. Unisys launched a MCP Gold VMware cloud-based DR service that replaced the existing on-premises solution with a solution built on ClearPath MCP and migrated it to a fully virtualized VMware platform. Bancolombia reduced its DR total cost of ownership by about 90 percent and the time to move its factoring service, the basis of its financial decision-making, from production servers to the DR servers by 50 percent.

### The solution

Unisys delivered Digital Workplace Solutions, including three Tech Cafés each with technology vending machines, a cloud-based omnichannel contact center with Stealth(identity)™ built-in, and a service desk supporting ~66,000 monthly IT contacts, ~63,000 monthly business operations/HR/administration contacts, and 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.



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**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.**

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Jorge Ospina  
Chief Information Officer  
Bancolombia SA

# The technical management challenge

In 2020, Bancolombia leadership needed to improve their employee support experience to serve a new generation of digital-native workers and reduce employee downtime due to technical issues. It needed a comprehensive solution for managing its hybrid and multi-cloud data infrastructure with increased security and the ability to restore mission-critical services faster to meet government requirements.

## Results and benefits

- Improved employee satisfaction and reduced downtime associated with day-to-day IT issues, making Bancolombia a more attractive place to work for young recruits.
- Enabled the organization to maintain critical financial decision-making operations in DR mode for ClearPath solutions while reducing its DR Total Cost of Ownership by 90 percent.



~1 hour

Improved availability of factoring services via access to all capabilities in DR mode in ~1 hour



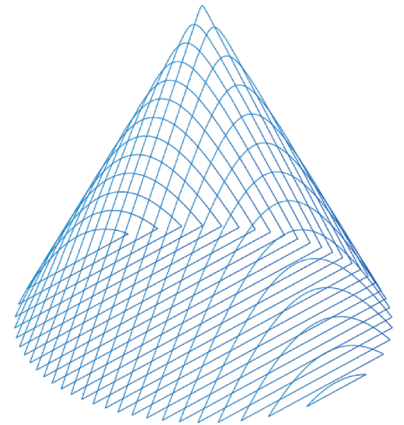
50%

Increased speed of moving from production to a DR environment by 50%



~90%

Reduced Disaster Recovery Total Cost of Ownership by ~90%



For more information visit [www.unisys.com](http://www.unisys.com)

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