

## Providing a Digital Customer Experience for 1.6 Million People in Costa Rica



### **The Business Challenge.**

Maintain market leadership in Costa Rica through continuous innovation in service excellence.

### **The Solution.**

Unisys ClearPath Forward™ technology and services, SFB core banking and Transaction Manager retail banking applications, EMC high-end storage, and integration of ~100 servers and various banking applications.

### **Results and Benefits.**

- Gained market leadership by providing reliable transactions and continuous service improvement
- Achieved a networked environment where individual applications can be modernized over time to improve efficiency
- Managed to provide services aligned to differing needs of government and commercial customers
- Improved security and IT risk management, adding security to older applications without inbuilt security

“For 40+ years, the ClearPath Forward technology has enabled our growth and ensured that our comprehensive infrastructure provides greater system stability, reliability, scalability and faster response time to enable excellent service to our customer.”

**Wagner Castillo**  
**Acting CIO**  
**Banco Nacional de Costa Rica**

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