

## Offering the Market's Best Combination of Personal and Digital Banking



### The Business Challenge.

Provide universal banking services to customers throughout the region of Upper Austria.

### The Solution.

Application Modernization Services, including systems integration, infrastructure and data management services to jointly develop with the bank VKB Cockpit - a completely new solution involving integration of existing modules.

### Results and Benefits.

- Enhanced service to customers by equipping service representatives with information from various systems and enabling better collaboration and communication in the service team
- Improved ability to drive innovation in customer service
- Achieved cost efficiencies and flexibility via data integration and streamlined processes
- Gained operational efficiency to more effectively and securely serve customers and meet regulatory and reporting requirements

“Unisys has been a great partner in leveraging what was created and developed over the past several years. They have enabled us to take customer service to a whole new level by combining personal touch with secure, digital banking.”

**Mag. Christoph Wurm**  
Chief Executive, Volkskreditbank AG



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