

## Providing Secure, Fast, Easy Access to Customers' Financial Information



### The Business Challenge.

Develop stronger relationships with customers at lower cost by offering 30+ services across digital channels, reducing reliance on branches.

### The Solution.

Unisys ClearPath Forward® systems and services, and Application Services to manage, host and integrate mortgage system with other banking systems and provide simple, direct access for customers via digital channels; Unisys Cloud and Infrastructure Services including infrastructure managed services and Digital Workplace Services including service desk managed services; backup services and web-services as a Service.

### Results and Benefits.

- Lowered cost for processing 2.5 million monthly transactions that were previously conducted face-to-face in a branch
- Achieved closer relationships, greater accessibility and transparency in engaging with customers
- Gained greater flexibility to execute mortgage programs that support:
  - 8 million loans and mortgage contracts, plus 50,000 new mortgage contracts per month
  - 30,000 pages of general legislation, 900 million payments, 25 million monthly online transactions
- Eliminated process issues and ensured seamless execution for business operations

“With this new process, we increased the quality of service to Caixa customers while reducing costs.”

**Teotonio Costa Rezende**  
**Housing Director**  
**Caixa Econômica Federal**



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