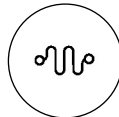


Increased
Productivity



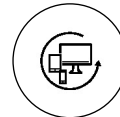
Task Automation



Work Flexibility
and Security



Cost Reduction



Inclusion of the
Hybrid Work Model

VMware Virtual Desktop and Application Services Accelerate Financial Group's Productivity and Effectiveness in its New Work From Home Culture



Grupo Financiero Ficohsa S.A. provides, through its subsidiaries, banking, insurance, brokerage, and currency exchange services. The group operates the insurance company named Ficohsa Seguros S.A. and Banco Ficohsa, one of the ten leading banks in Central America.

INDUSTRY

Finance

HEADQUARTERS

Honduras

ABOUT THE PARTNER

Grupo Segá is a LAR (Large Account Reseller) distributor, dedicated to providing technology solutions for small, medium and large companies and the public sector. It has offices in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica and Panama.

VMWARE FOOTPRINT

VMware Horizon® Cloud on Microsoft Azure

Introduction

The pandemic determined the crucial moment that prompted the bank to seek alternatives that would not affect its business, employees, and clients. The bank faced an unprecedented situation that had to be dealt with as soon as possible. Due to the impact of COVID-19, the bank's productivity had dropped below 15%. This situation prompted bank executives and the IT department to decide to accelerate working remotely at scale.

Ficohsa approached VMware and Grupo Segá Honduras to help them create a strategy for the business' digital transformation. "We needed to implement a solution that, as soon as possible, would generate income that would help us to be able to keep our employees," stated Carlos Molinero, Ficohsa's IT manager. "We had a large volume of requests from customers, and we had to give them a favorable response time."

"Once we started working with the VMware team, we immediately began to see results in record time. Stabilizing the platform took us 15 to 20 days, and once it was live, we made some small adjustments," says Carlos Molinero.

Even when pre-contingency testing was done in a physical environment, the cloud was the best option to accelerate the adoption process.

"The global situation's urgency made us look for options that could satisfy the bank's needs, and the VMware solution allowed us to transform the virtualization of desktops and applications, offering unprecedented simplicity, security, speed and scalability, all at a lower cost," says Francisco Moralejo, Regional Service Director, Grupo Segá Honduras.

"Obviously, there were some concerns about how this cloud configuration was going to work for a financial institution, due to the information sensitivity issue and the voice quality required for call center executives, etc., but as we explored further, initial concerns — including performance concerns — were dismissed. The solution proposed met with the bank and the IT team's approval, which opened the doors to the platform's implementation. Since then, it has been growing organically," highlights Francisco Moralejo.

Grupo Ficohsa is one of the pioneers in Latin America for implementing virtualization solutions for VMware desktops and applications on the cloud with Microsoft Azure.

Currently, more than 800 employees at Ficohsa, across Honduras, Guatemala, Nicaragua, and Panama branches, use the VMware Horizon Cloud portfolio hosted on Microsoft's Azure cloud. This solution uses a modern platform based on virtualization technology with Horizon Cloud to secure virtual desktops and applications in hybrid cloud environments. It also enables the IT team to efficiently implement and scale virtual desktops and applications with rapid provisioning, simplified automation, and centralized management. VMware's Horizon Cloud platform will also allow the bank to adopt other cloud technologies (AWS, Google, etc.) transparently through Horizon Universal licensing, recently introduced by VMware, facilitating the transition to a multi-cloud model for enterprises.

"The VMware virtual desktop solution hosted on Microsoft's public cloud platform has helped Ficohsa to continue offering the most innovative financial products and services with high-quality standards and the best technology. It is a milestone on our journey toward digital transformation, which affects not only our human resources, but also the safety and satisfaction of our clients," says Carlos Molinero.

"The formula works, productivity has increased, and we are committed to continuing to implement a strong digitization strategy to deliver the best to our customers," concludes Ricardo Villalobos, CIO of Ficohsa.

Major Challenges

- Ensuring that critical business areas could sustain their effectiveness and productivity to continue working amid the contingency generated by the pandemic.
- Preventing customer service from being affected by changes from office to remote work.
- Enabling all applications that bank employees require based on their role within the organization so that they may access these on any device safely and easily.
- Maintaining productivity levels of the Ficohsa Group's operation in Central America.

Impact on Business

- Increasing productivity of more than 800 employees in four countries in an agile manner, allowing for an increase in productivity from 13% to 30% in one week, among the first 100 users deployed.
- Task Automation involving IT operation and security for provisioning of a remote workforce.
- Creating a balance between work flexibility and job security guaranteeing employee empowerment and increasing customer satisfaction.
- Accelerating return on investment aligned with lease reductions and associated services.
- Including a hybrid work model as part of the company's innovation strategy.

"By implementing VMware Horizon Cloud virtual desktops and applications platform on Microsoft Azure, we achieved what we had never been able to achieve at the bank — which was one of our major challenges — have our employees work from home as if they were in their offices."

CARLOS MOLINERO
IT MANAGER AT FICOHSA
