



Reduced deployment time from 18 months to less than 5 months



Accelerated business time to market by 23 percent



Saved more than 60 percent in monthly operating costs

# Provident Supports Its Growth in Mexico by Adopting VMware Cloud



Provident Mexico is part of International Personal Finance (IPF) and is the leading provider of simple, accessible and flexible personal loans.

## INDUSTRY

Financial Services

## HEADQUARTERS

Puebla, Mexico

## VMWARE FOOTPRINT

VMware Cloud™ on AWS  
VMware vRealize® Suite  
VMware Professional Services

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Provident Mexico is the leader of personal loans in Mexico and has been operating in the country for 16 years. It is part of IPF, a company that specializes in home loans with more than 130 years of experience. IPF is based in the United Kingdom, with a presence in Central Europe and Mexico.

Provident Mexico is currently active in almost the entire country and focuses on providing timely, responsible and transparent personal loans mainly to the unbanked population, thereby contributing to financial inclusion in Mexico.

## The challenge

With the aim of boosting growth for Provident Mexico, the company implemented a strategy to move its central and satellite applications to the cloud.

To accomplish the migration, Provident needed to reduce its costs of managed services and find a partner that could provide an easy-to-use, low-risk migration solution that would help them comply with laws such as the General Data Protection Regulation (GDPR).

## The solution

After comparing several options on the market, Provident Mexico chose Amazon Web Services (AWS) as its global cloud provider and decided to implement VMware Cloud on AWS as the basis for its digital transformation.



With VMware Cloud, Provident was able to start realizing the benefits of the AWS public cloud and enhance the services it offers by reducing time to market for an application or business service from 18 months to 12 months or even 6 months. It also reduced migration risks with VMware software-defined data center (SDDC) and VMware vRealize Suite tools.

To address its regulatory compliance needs, Provident Mexico maintains a service level of 99.99 percent uptime in the cloud, including the cloud backup.

The compatibility of VMware Cloud on AWS offers an implementation advantage. Because migration is unnecessary, it is easy to move virtual machines (VMs) from one place to another.

“This is how VMware came onboard and became our business partner in our digital transformation. First, by understanding our challenges and then creating a strategic plan that outlined where we wanted to take Provident Mexico. All the benefits that VMware Cloud on AWS offers us give us the certainty of complete server security and the flexibility to be able to use all AWS services in our cloud,” said Néstor Rodríguez, director of technology and change for Provident Mexico.

### Results and business benefits

Within a few months after the migration, the company implemented a point-to-point application and service. This is good news considering the industry in which Provident Mexico operates demands great speed and technological agility.

“This has been the journey we have taken with VMware, and the project was a resounding success. We planned to complete it in six to eight months, but it was done in five and one-half months. We are very happy with everything, and this will greatly support our digital transformation,” said Rodríguez.

Provident Mexico now has the opportunity to be more agile and provide better services to its clients. Other implemented solutions by VMware have strengthened back-office processes. An important area of opportunity was the no integration of data and the no generation of strategic reports.

Today, by enabling the digital transformation, the organization can support full integration and information delivery, and provide back-office teams with everything they need to work. “We are starting to enhance our activities to improve customer service and to be able to issue better tailored loans in more agile, personalized ways,” said Rodríguez.

In addition, Provident Mexico will receive help for the next three years in modernizing its data center by using migration consulting and configuration services to implement and configure its backup environment. This translates into time savings and deployment simplification.

### Looking ahead

The initial project focused on the operations of Provident Mexico. With the successful implementation of VMware Cloud on AWS, the project will serve as a model to replicate the deployment in subsidiaries in Europe, with the possibility of Mexico becoming the pioneer of this project. Provident Mexico is set up to become a pacesetter for personal loans by building on its VMware Cloud on AWS implementation.

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NÉSTOR RODRÍGUEZ  
DIRECTOR OF TECHNOLOGY AND CHANGE,  
PROVIDENT MEXICO

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