



## Davivienda Creates an Innovative, Flexible and Hybrid-Ready Virtual Desktop Infrastructure

Founded in 1972, [Davivienda](#) Bank is a member of Grupo Bolivar. Davivienda offers a range of financial products and services to both individual and corporate customers based across the country, in Miami and in Central America. Recognized as “La casita roja” (“The tiny red house” in English), its goal is to become “the tiny digital red house.”

### Industry

Financial Services

### Strategic priorities

Anywhere Workspace

### VMware footprint

- VMware® Horizon® Service Universal Broker™
- VMware Workspace ONE®
- VMware Workspace ONE® Intelligence™
- VMware Workspace ONE® Assist™

The financial institution deployed anywhere workspace technology to manage its PCs and mobile devices. This allowed employees to work from anywhere by securely accessing applications in the hybrid working model while keeping user satisfaction in mind. Davivienda is on its way to becoming a 100 percent digital bank.

### The road to digital banking

Davivienda is Colombia's second largest bank and is present in Costa Rica, Panama, El Salvador, Honduras and Miami. The organization reaches a workforce of more than 22,000 employees in Central America, with over 14,000 staff members based only in Colombia. Davivienda has become well known for its constant innovation with financial inclusion services with the DaviPlata app, and its strategic plan is to invest in becoming a 100 percent digital bank.

Part of the digital transformation of the bank began with the implementation of virtualization and process automation. Before this, Davivienda used the traditional desktop management system that, through physical administrators, supported the entire PCs and mobile devices installed base, meaning there was no control over distributed PCs or applications. In addition, it was not possible to have an inventory of the equipment that was not in the LAN network. There were too many steps to install an application remotely, Windows system updates were delayed, and the help desk was overloaded with requests.

“We chose VMware because it is simple and friendly, which are some of Davivienda’s pillars and values for delivering agile, simple, and reliable solutions to our users. Additionally, VMware covers all scenarios, including security. VMware meet the standards required by our organization, have a committed human talent, and is innovative”, says Miguel Romero, head of collaborative services, Davivienda.



## Managing mobile devices and automating bank processes

Since 2018, Davivienda has been using VMware Horizon-based virtualization for its Robotic Process Automation strategy, which now has 250 virtual assistants, or bots, that provide 24-7 service to different automated processes within the bank.

“Desktop and application virtualization with VMware Horizon leverages many of our automation projects, a core issue at Davivienda because we want to be more agile and competitive,” says Romero.

Davivienda changed how its desktops were managed, providing the ability to deliver digital workspaces from anywhere to employees with secure access to applications.

For the past five years, Davivienda has been using VMware Workspace ONE to manage more than 1,200 mobile devices, particularly iPads that support its branch and store business strategy to promote its cards and financial services.

While the pandemic accelerated this change, Romero says the situation showed that Davivienda was on the right track. Employees have the flexibility to choose where and how they work and have reported satisfactory experiences while boasting business continuity. This was possible by having a cloud model, unified device management, and deploying an

application store to provide them all the tools to be productive and provide good customer service.

Within the digital transformation, in 2021, Davivienda began using Workspace ONE to manage 12,000 personal computers located in different branch offices, headquarters and employees' homes. This has saved distributed operating costs, providing employees with the application catalog to help them be more productive while achieving the level of access security that a financial services company requires. “With VMware, we were able to find a cloud solution to manage our devices, including Windows devices, centrally,” says Romero.

Davivienda bank has two consoles: one fully deployed for Apple iOS devices, including iPads and iPhones used by allies, stores, and administrative users, and one for Windows devices. “Given the good experience, the project was born to unify the administration into one single console due to its versatility and agility to have our wide range of devices controlled from a centralized point. With VMware, we have solved all security, management, monitoring, and updates scenarios,” says Romero.

“Along with VMware, we managed to take the office to anywhere and automate the processes of those repetitive tasks the bank had. This helped us deal with the pandemic because through virtual assistants, we were able to operate 24-7 due to lockdown. The business continuity was supported by technology, and it showed that we are on a perfect path to digitalization,” says Sandra Milena de los Rios, physical channels specialist, Davivienda.

## Shortening three-day operations down to four hours

The implementation highlights the time it took these officials to do a specific task. Currently, they use it for co-creation and innovation, which has an impact on their satisfaction and motivation because they have stopped doing monotonous tasks and now rely on automated processes.

“I am pleased with this process because we talk about delivering equipment with certain features and

applications to users here. What took us a day or two to prepare the machines now takes us 30 minutes, and the user is surprised by the internal service,” explains de los Rios. “It is gratifying to receive these compliments when we deliver equipment tailored to their needs in a short time, and at the same time, they have support and security.”

In this regard says, “Three-day operations are now being done in four hours. Sometimes there were requests and processes that took eight hours, and if not done during business hours, would take an entire day. But, since everything is now automated, if the client submits a request today, tomorrow morning it will be ready because the information flows within the whole system.”

### **Centralizing devices and operating systems with VMware technology**

With VMware technology, the entity has all the traceability to comply with the reports upon request. “For me, this is the most important point because previously, if auditing or any research area asked us for information, we did not have the report, because the tools only kept it saved for a certain time.

From my experience, it has been a relief for the operations to be able to respond in time to any audit or support issue as backup, and therefore, document any incident or serve as key information for decision-making,” explains de Los Ríos.

“Apart from centralizing devices, we also centralize our wide range of operating systems and find that with VMware centralized tools and functionality, we can also meet all these requirements, both minimal and innovative,” says Romero.

As for industry regulations, while the organization is focused on taking everything to the cloud in a multi-cloud model, due to national legislation it has some processes in its own data center to provide support and confidentiality. However, it highlights that device management and desktop virtualization are entirely in

the cloud, where VMware technology is an agile, cloud-ready platform with excellent modern management and comprehensive security that fosters the anywhere workspace.

### **A future that welcomes banking and working anywhere**

As a regional bank present in Central America and Miami and that will probably continue its expansion, the IT area wants to break down geographical barriers. This is why it encourages their employees to be able to work from anywhere without having to be in an office or branch or to depend on the central administration but, with clear device management policies and security.

“We want to reach a point where the equipment is like a commodity device from start to finish, through which the employee is given the equipment and can use the application store, according to his or her needs, set up the installation and work from anywhere, securely, like a digital employee,” says de los Ríos.

Additionally, within this mobility, the institution plans to modernize its networks, stop relying on the physical LAN network and manage everything via Wi-Fi. Davivienda also hopes to design projects in a multi-cloud environment and thus consolidate its strategy to be a 100% digital bank.