



## Press Release

### **INDRA SIGNS A €23MN CONTRACT WITH THE BRAZILIAN FEDERAL SAVINGS BANK CAIXA ECONOMICA FEDERAL TO MANAGE CONTACT CENTER SERVICES**

- **Caixa Económica Federal is one of the biggest federal savings banks in Latin America, with more than 70 million clients**
- **The consulting and technology multinational will provide remote multichannel support to the bank's clients**
- **Indra has been a technology partner of Caixa Económica Federal for more than a decade and has implemented projects in strategic sectors for the bank**

Indra has been awarded a contract by the Brazilian federal bank Caixa Económica Federal to provide multichannel customer support via the central teleservices facility in Sao Paulo. The project, worth R\$71 million (some 23 million euro), will run for two years and helps shore up Indra's role as technology partner to the bank.

The new contract includes the provision of customer support teleservices, as well as assessing and processing incidents involving the products, services and systems managed by CAIXA. A total of 19 million calls are expected to be handled annually, with support and customer care services also provided via other channels. Indra will also oversee the hiring and training of more than 1,400 staff, including operators, supervisors and managers.

This model ensures rapid management of the human resources and processes that the bank needs in order to offer high quality customer services. The main benefits include cost reduction and control, access to experts and specialized technology to enhance the customer experience and greater flexibility to adapt to work flows. In this project Indra will combine its experience in deploying, developing, supporting and integrating CXM (Customer eXperience Management) technologies with its extensive expertise in the financial sector.

#### **Technology partner**

Indra has been a technology partner of Caixa Económica Federal for more than a decade and has implemented projects in strategic sectors for the bank. The company currently



provides specialized technical services to develop and maintain IT programs aimed at addressing demands associated with the range of products offered by the bank in loans and financing, as well as risk management. It is also responsible for the deployment of new systems that underpin credit card operations. More than 500 Indra staff in Sao Paulo, Brasilia and Rio de Janeiro provide 24/7 support to the bank.

The new contract consolidates the multinational's position in the Brazilian banking industry and its leadership as an IT service provider to major financial institutions. Indra works with financial institutions in more than 20 countries and oversees more than 90 business processes in the field, offering services that cover the entire banking value chain, from business consultancy and technology to complete outsourcing of IT processes and management. In Latin America Indra works with the leading banks in each area, representing approximately 40% of total bank assets in the region.

### **About Caixa Económica Federal**

Caixa Económica Federal is one of the biggest federal savings banks in Latin America, with more than 70 million clients. The CAIXA network is currently represented by 4,170 individual units, which include 3,372 agencies and 798 customer service points, as well as 18 mobile units, 13,233 lottery stands (where lottery tickets are sold and CAIXA delegated services are provided), 18,865 CAIXA Aquí stands (service points in commercial establishments) and 7,689 self-service.

### **About Indra**

Indra, chaired by Javier Monzón, is one of the world's largest consultancy and technology multinationals, a leader in Europe and Latin America and is expanding in other emerging economies. Innovation is the cornerstone of its business, which is highly focussed on the customer and on sustainability. The multinational is one of the leaders in its sector in Europe in terms of investment in R&D and innovation, having invested more than €570M in the last three years. With sales approaching €3,000 million, it employs 43,000 professional and has customers in 138 countries