



## Abstract

### Customer Profile

# CAIXA

Customer	CAIXA Federal Savings Bank
Industry	Finance
Country	Brazil
Website	<a href="http://www.caixa.gov.br">www.caixa.gov.br</a>

### Solution

Centerm Cloud Clients GA690-2  
+  
Citrix + CCCM

### Deployment Scale

6000+ Seats

# Case Study

2014.08

## Brazil CAIXA Bank

*Centerm helps CAIXA bank greatly improves the efficiency and security level.*

## Customer Comments

*“Using Centerm thin client solution, each agent now has their own virtual desktop and the paper work is much less –they have an intact file and data with transactions now completely safe in data center, thus we can give our client a much faster service. We are really happy to have this technology.”*

-- Mr. Eborá, Manager of IT Department

## Introduction

The bank was founded by Emperor Pedro II on January 12, 1861, as Caixa Econômica e Monte de Socorro in Rio de Janeiro as a financial institution destined to collect national savings, mostly from the poor. Over the years, several similar institutions were created until most of them were merged into present-day Caixa Econômica in 1967.

Nowadays, Caixa is the second biggest Brazilian bank and is present in thousands of Brazilian towns (ranked the third financial institution in Brazil in number of branches). Caixa has more than 85 million accounts, with liabilities worth more than R\$ 237.00 billion in savings or investment. Together with government pension funds and other governmental resources, Caixa controls more than R\$ 1.80 trillion (roughly about US\$ 630 billion). Caixa is seen as a tool for public investment and expansion of access to financial services to the Brazilian public.

### Challenges

Before they adopted thin clients, the employees of CAIXA bank used PCs for daily work. And they suffered from many inconvenience brought by PCs. IT stuffs needed to configure PCs one by one in the deployment and it took averagely about 2 hours for each PC. The work burden is heavy while the efficiency is low. when there is a breakdown of the PC, the average defect recovery time was more than 30 minutes and business was interrupted. Peripherals like USB disks cannot be effectively limited when with PC, which resulted in virus and Trojans threat and brought great security risk to the information system.

## *Solution & Benefits*

To improve the deployment & maintenance efficiency as well as information security, CAIXA bank decided to turn to virtualization instead of the traditional PCs. They deployed Citrix XenDesktop and XenApp for their virtualization infrastructure of the offices. And after a series of evaluating and testing, finally they chose Centerm thin clients as the accessing devices. After the whole deployment, they have found that they've entered a brand new office mode with highly improved efficiency and security. Firstly, the deployment efficiency was greatly improved. Originally the IT stuffs needed to install the operation system for each PC one by one, install the software on each PC one by one, and configure the system one by one, which totally took averagely 2 hours on each PC. Now with Centerm thin clients, the IT admins only need to distribute the thin clients to the employees, who only need to power on the thin client with no configuration needed and login to their own virtual desktop or applications to start their work. For the maintenance, with Centerm CCCM management system, the defect restoration time was greatly reduced to 5~20 minutes from over 30 minutes before. The maintenance efficiency was also highly improved, which effectively guaranteed the business continuity.

Meanwhile, after adopting Centerm desktop management system, the peripherals like USB disks were under strict control and the problem of the quick spreading of virus & Trojans brought by the unlimited use of peripherals was solved. The main resource and transmission route of computer virus are effectively blocked and the security risks are greatly reduced, which has highly improved the security level of their information system.