

Outsourcing

Caixa Catalunya: Application and Infrastructure Outsourcing

Interactive Credential Transcript



High performance. Delivered.

Caixa Catalunya renews outsourcing deal to reduce IT costs

Caixa Catalunya, the third largest savings bank in Spain, is a financial institution that manages an asset volume of about 50,000 million euros in a network of 1,000 branches. "Accenture has helped Caixa Catalunya achieve its cost reduction objectives while maintaining its ability to respond quickly to market demands for changes in technology." Audreu Plaza, CIO, Caixa Catalunya

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View the animated client success story

At a Glance

On the web: www.caixacatalunya.es
Caixa Catalunya selected Accenture to implement and manage Alnova Financial Solutions™ and to reduce its IT costs by outsourcing applications and infrastructure support. As a result, Caixa outperformed its savings bank peers by reducing its cost-income ratio by 14 points in a three-year period.

Business Challenge

Seeking to raise the level of IT services delivered and gain access to new technology, while reducing service costs by 15 percent, Caixa teamed with Accenture to provide full outsourcing for all applications and technology infrastructure. In addition, Caixa sought to achieve improvement in service levels for IT functions and reduction in service costs by better managing use requirements.

How Accenture Helped

Accenture and Caixa formed ITC, a new services company managed by Accenture. ITC maintains Alnova Financial Solutions™ for Caixa, the company's core banking system. In addition, ITC supports all departmental applications, as well as Caixa's infrastructure technology and its technical help desk. In keeping with the bank's goal to grow the number of IT jobs in the region it serves, all ITC staff work in Barcelona.

High Performance Delivered

By the end of the contract's fifth year, savings in service costs totaled 29.5 percent, almost double the 15 percent reduction that Accenture committed to initially.

ITC reduced the bank's total IT budget by more than 30 percent.

ITC has helped Caixa reduce its cost-income ratio by 14 points in the period from 2000 to 2003. Outperforming its peers in the savings bank sector.

Caixa continues to enjoy a higher service level, with fewer incidents, less time required for fixes and greater platform availability.

[Read the full story](#) [PDF, 836KB]

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