

MINSAIT REDUCES THE IMPLEMENTATION TIME OF ITS WORKPLACE SERVICES IN BANKS AND INSURANCE COMPANIES BY 60%

- **Its digital and flexible workspace management delivery model enables the agile alignment of strategic business needs with an employee-centric vision, resulting in reductions of between 10% and 30% in workplace operating and exploitation costs, depending on the maturity level of the client and the levers applied**
- **The company covers the entire value chain of this service: diagnosis of technological maturity, supply and implementation of the infrastructure and devices, support for all lines of business, risk management and results measurement**
- **There are specialist support centers in Spain, Portugal, Latin America and the Philippines, with more than 2,000 technicians providing the service in nine different languages and a wide network of technological and logistic partners**

Madrid, June 28, 2021 - The current crisis environment has proven to be a catalyst for workplace flexibility to adapt to new demands from business and the public. Having the right digital capabilities, ensuring an optimal adoption of new, more efficient ways of working and monitoring previously unavailable information are the keys to the next-generation Digital Workplace.

In order to address this new scenario, Minsait, an Indra company, has developed a dynamic and global E2E (end-to-end) service proposal that reduces the implementation time required for workspace management services in banks and insurance companies by 60% compared to traditional models, and significantly speeds up their export to the clients' other geographical locations.

It is a user-centric model that allows the agile alignment of the strategic business needs with an employee-centric vision. This translates into increased productivity and reductions of between 10% and 30% in costs which are directly related to the operation and exploitation of the user's workstation, depending on the client's level of maturity and the improvement levers applied such as right shoring (the efficient allocation of resources), digitalization and automation, or the flexibilization of the delivery model.

Among its main advantages is the flexible invoicing system, which facilitates the dynamic adaptation of service resources and their cost to the client's specific needs (number of users, cash recyclers, cashiers and managed incidents, among others). Of particular interest is the segmentation service based on the user's role in the organization in order to provide them with specialist customer care and customize the service level agreements (SLAs).

Another important contribution of the Minsait model is the definition of the indicators used to measure the effectiveness of actions and the progress in adopting changes in the organization and to identify best practices through advanced analytics. For example, the percentage of employees using collaborative environment tools, the redundancy of attendees at meetings or the analysis of the number of interactions between teams, among others.

Pillars for comprehensive transformation

Minsait has all the capabilities and solutions required to support organizations throughout the transformation process based on four key pillars: people and processes, platform, infrastructure and devices, and risks.

The company guarantees business management through 100% digital collaborative processes focused on leadership, regardless of whether the employee is processing a mortgage or a claim at the branch, visiting a customer or working remotely from home, in other words, it facilitates a “multi-service approach through multi-devices and multi-environments”. It also includes services to drive cultural transformation and the adoption of change.

To help users to access their desktop as though it were a traditional workstation, Minsait provides desktop and application virtualization and security solutions through cloud infrastructures, as well as tools to remotely manage and monitor mobile devices, desktops, virtual machines, embedded devices and servers.

Its services also include the adaptation of devices and infrastructures to each user’s role and profile, taking into account their habits, styles and needs, as well as the equipment supply and the management of requests and incidents related to workspaces at the entities.

Minsait’s range is complemented with advanced services for the detection of risks and responding to cybersecurity incidents to ensure business continuity.

The company has specialist support centers in Spain, Portugal, Latin America and the Philippines, with more than 2,000 technicians providing the service in nine different languages, and it has a wide global network of almost 30 technological and logistic partners.

About Minsait

Minsait, an Indra company (www.minsait.com), is a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America. Minsait possesses a high degree of specialization and knowledge of the sector, which it backs up with its high capability to integrate the core world with the digital world, its leadership in innovation and digital transformation, and its flexibility. Thus, it focuses its offering on high-impact value propositions, based on end-to-end solutions, with a remarkable degree of segmentation, which enables it to achieve tangible impacts for its customers in each industry with a transformational focus. Its capabilities and leadership are demonstrated in its product range, under the brand Onesait, and its across-the-board range of services.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defense markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value focus and with a high innovation component. In the 2020 financial year, Indra achieved revenue of €3.043 billion, near 48,000 employees, a local presence in 46 countries and business operations in over 140 countries.