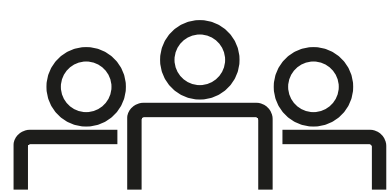


# Banese Increases Competitiveness through Digital Transformation with Solutions from CA Technologies

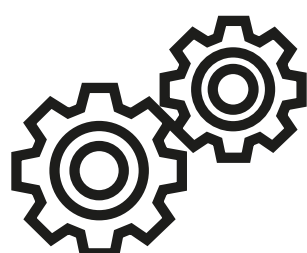


## Going digital without losing reliability and regional identity

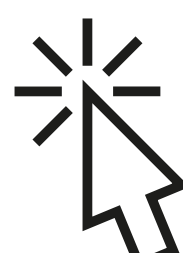
With a growing demand for better user experience, greater accessibility and speed of offers, Banese needed to modernize its business model and design an agile development strategy.



**800k+**  
clients



**150**  
services in  
production



**60**  
million transactions per  
year via digital channels

"With CA API Gateway and CA API Management solutions we can integrate our legacy systems and manage the API lifecycle, accelerating the development of services and customer service channels."

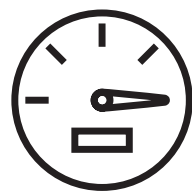
– Daniel Souza Santos, Infrastructure Manager, Agile Coalition Group, Banese

## Greater efficiency with agile development

Banese has gained competitiveness with efficient management of priorities and demands, enabling it to accelerate time-to-market.



**26%**  
increase in use of  
digital channels



**15%**  
increase in  
throughput



**70%**  
reduction in  
lead time



**85%+**  
predictability



**3.5 → 4.7**  
increase in customer satisfaction  
with iPhone app



**4.1 → 4.3**  
increase in customer satisfaction  
with Android app



**3.75 → 7.23**  
improvement in customer  
feedback scores



"CA Technologies solutions have helped to make digital transformation possible at Banese. Today we are prepared to respond quickly and collaboratively to market changes."

– Daniel Souza Santos, Infrastructure Manager, Agile Coalition Group, Banese

### Company

Banese has a presence throughout the municipalities of the State of Sergipe, with 63 branches, 236 correspondent banks and more than 500 ATMs. The bank has over 1,000 employees, who help to deliver and manage products and services for more than 800,000 individual clients and more than 30,000 legal entities.

### Challenge

In view of the growing demand from banking customers for more innovative, efficient and secure services, Banese needed to invest in the digital transformation and optimization of its development processes.

### Solution

CA API Management and CA API Gateway solutions play a critical role in establishing an open bank, accelerating development, and delivering more than 150 production services. CA Agile Central promotes collaborative work and management of requirements at the operational, tactical and strategic levels.

### Benefits

Banese is able to increase its efficiency and competitiveness by accelerating the development of services and products, while providing a better user experience for its existing clients.

For more information about CA API Management, visit [ca.com/us/products/ca-api-security.html](https://ca.com/us/products/ca-api-security.html)