



Davivienda
Bogota, Colombia
www.davivienda.com

Industry:

Financial Services

Annual Revenue:

US\$942 million

Employees:

10,000

Oracle Products & Services:

Oracle Identity Management

Oracle Partner:



Soft Bolívar
www.softbolivar.com

“Implementing Oracle Identity Management solved the identity management problems we were facing. This has had a positive impact on the work of Davivienda’s employees by giving them easier and more secure access to the information they use every day.”
– Alejandro Patiño López, Chief of Information Security and Operating Risks, Davivienda

Davivienda Unifies Information in a Single Platform and Improves Identity Management Administration

Davivienda is a brokerage and financial services company that focuses on encouraging savings and financing housing for families and individuals. It is part of the Bolívar group of companies and is Colombia’s fourth largest bank in terms of assets.

Challenges

- Integrate applications in a single, solid, reliable platform to allow quick and secure access to the bank's systems
- Establish and ensure compliance with the bank's security policies
- Improve identity management administration to facilitate access for the bank's employees and clients
- Automate identity management procedures to reduce operating costs

Solution

- Worked with Oracle partner Soft Bolívar, to implement Oracle Identity Management, which improved information access controls
- Streamlined and ensured security policy compliance for the bank’s 10,000 employees
- Simplified issuing credentials by establishing one profile per user, reducing the number of passwords needed by 50%
- Reduced time required for obtaining credentials from 15 days to 2 days
- Centralized employee information, automating the creation and cancellation of accounts and/or passwords
- Reduced identity management workload and operating costs by 60%
- Provided self-service capabilities to system users, easing the process of unblocking credentials
- Improved operating efficiency, reducing manual processes by 70%