

## PRESS RELEASE

### **The strategic alliance between Minsait and Auriga will provide an innovative omnichannel platform for a superior banking experience**

- Minsait, the company that groups Indra's digital transformation and information technology consulting businesses, and Auriga, market leader for omnichannel banking and payment systems in Italy, announces the signing of a strategic collaboration agreement.
- Thanks to the strategic agreement, Auriga's WWS software will be integrated into Minsait's Onesait Banking Branches solution with the aim of helping branches in Spain, Portugal, Brazil, Colombia, Mexico and Peru to extract value from visits by customers, thanks to omnichannel banking and an innovative self-service performance.
- This partnership will enhance the customer experience through personalised customer journeys, greater operational efficiency and a better cost-effectiveness ratio for financial institutions.

**LONDON, 26 May 2020** - [Minsait](#), an [Indra](#) company, and Auriga have reached a strategic agreement that will strengthen their position in the **digital transformation** of bank branches in Spain, Portugal, Brazil, Colombia, Mexico and Peru. The partnership integrates Auriga's omnichannel banking solution, [WinWebServer \(WWS\)](#), into Onesait Banking Branches - Minsait's end-to-end solution that merges physical and digital channels to offer a personalised user experience throughout the service cycle.

Minsait's market presence and experience, combined with the advanced software technology solution provided by Auriga, will help organisations in the banking and financial market of the countries indicated to offer **greater operational efficiency, better cost-effectiveness ratio** and **improve the customer experience** through specific and bespoke customer journeys.

This alliance also coincides with Auriga's expansion into the Spanish market, a key territory for both companies due to the relevance of its financial industry. Thanks to the combination of the capabilities and technological specialisation of Minsait and Auriga, banking entities operating in Spain will be able to benefit from **personalised solutions** for the digital transformation of branches, plus leverage new financial services adapted to today's consumers and companies.

*"Minsait is the best partnership choice for Auriga's entry into the Spanish market. It has deep*

*experience and knowledge in the digital transformation of financial institutions and will be key to driving innovation in omnichannel banking,"* said **Vincenzo Fiore**, CEO of Auriga.

*"The integration of Auriga's WWS platform into the Onesait Banking Branch ecosystem of Minsait will allow access to all the information collected during the service cycle and convert the merely transactional visit into a valuable one; to facilitate the continuous improvement of the customer experience, decision-making and the development of commercial actions,"* affirms **Antonio Bolaños**, Head of Technology and International Alliances for Financial Services at Minsait.

Auriga's WWS application offers an efficient **omnichannel banking experience**, with 24/7 access to personalised, contextualised and real-time services. It is a unique cloud-based concept for managing all channels consistently and with minimal effort, regardless of the manufacturer of the ATM or self-service device. More than 70% of ATMs in Italy have the WWS solution installed.

Onesait Banking Branches, from Minsait, represents a comprehensive vision of the merging process of physical and digital channels through the creation of an ecosystem that covers all the phases of service around three main stages of the customer journey: Activa, which includes biometric recognition and identification solutions; Conecta, which facilitates operations with different devices and levels of assistance; and Acelera, which enables the development and implementation of new solutions and emerging technologies.

#### **About Auriga**

Auriga is a specialist in software applications for ATMs and payment systems. The company has also been a great innovator in online and mobile banking, offering solutions that promote process optimization and long-term competitive advantage. More than 70% of ATMs in Italy are managed with Auriga's WWS software. Auriga is a global company, with a presence in Western and Eastern Europe, Latin America and Asia-Pacific.

For more information about Auriga: <https://www.aurigaspa.com/en/>

#### **About Minsait**

Minsait, an Indra company, is a leading digital transformation and information technology consulting company in Spain and Latin America. Minsait presents a high degree of specialization and sector knowledge, which is complemented by its high capacity to integrate the core world with the digital world, its leadership in innovation and digital transformation and its flexibility. With this, it focuses its offer on high-impact value propositions, based on end-to-end solutions, with notable segmentation, which allows it to achieve tangible impacts for its clients in each industry under a transformational approach. Its capabilities and leadership are shown in its product offering, under the name Onesait, and its cross-cutting offer of services.

For more information about Minsait: [www.minsait.com](http://www.minsait.com)

### **About Indra**

Indra ([www.indracompany.com](http://www.indracompany.com)) is one of the leading global technology and consulting companies and the technology partner for key business operations of its clients worldwide. It is a world-leading provider of proprietary solutions in specific segments of the Transport and Defense markets, and a leading company in digital transformation consulting and Information Technology in Spain and Latin America through its subsidiary Minsait. Its business model is based on a comprehensive offer of its own products, with an end-to-end approach, high value and with a high innovation component. At the end of 2019, Indra had revenues of 3,204 million euros, more than 49,000 employees, a local presence in 46 countries and commercial operations in more than 140 countries.

For more information about Indra: [www.indracompany.com](http://www.indracompany.com)