

Success Case: Grupo Bancolombia

*There is no better way to illustrate all of Digiware's differentials and expertise than to analyze a successful business case. **The positive relationship with Grupo Bancolombia is presented next.***

Success Case

The Client:

Grupo Bancolombia is a Colombian financial institution that resulted from the merger between Banco Industrial Colombiano and Banco de Colombia in 1998.

With over 125 years of banking experience, Bancolombia is the biggest private bank in Colombia and one of the most important in the South American region. In addition, the group has important presence in Central America, based upon its offshore subsidiaries in El Salvador, Panama, Cayman and Puerto Rico.

With over 960 office branches, the firm provides financial services to more than seven million individual and institutional clients. These include investment banking, asset management, leasing and factoring, amongst others.

The Challenge: Grupo Bancolombia faced the challenge of strengthening its information security standards and infrastructure. This is a crucial element in the banking industry: if an institution ceases to be considered trustworthy, clients automatically change providers. Bancolombia could not take this risk, and decided to act in advance.

The bank needed a service that would enable it to gain global and regional visibility in terms of information security reliability. Secondly, the client was in need of a clear and well defined return on investment scheme. Also, the Group required a world class information security model that enabled it to anticipate possible security threats . All of these had to be set in the context of a flexible and scalable project.



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“ As a result of Digiware’s services, Grupo Bancolombia now counts with an integrated security design that allows it to monitor, centralize, correlate, and detect information security threats.

Digiware ”

Success Case

The Solution:

In order to meet Bancolombia’s needs and requirements, Digiware set up an interdisciplinary team, with the objective of tailoring and combining the different managed security services in the portfolio. Project managers, implementation engineers, consultants and security incident management experts worked together to design an appropriate solution. The result was a unique information security structure, developed according to the Project Management Institute’s (PMI) best practices.

The Impact:

The solution delivered by Digiware met the clients’ standards. It enabled Bancolombia to implement a new and better security strategy in a coordinated way for all of the locations the group had presence in. Additionally, Bancolombia achieved a return on investment equivalent to the one estimated throughout Digiware’s advanced techniques in less time than the expected. The bank now counts with an integral security service that helps in monitoring, detecting and containing possible threats, in order to improve the availability and quality of the services provided.

The Road Ahead:

Information security is a vital element in the banking industry. It is in this sense that Grupo Bancolombia needs to update its standards in order to comply with local and international requirements and remain a reliable financial services provider. The partnership between Digiware and Grupo Bancolombia is thought of in the long term: Digiware intends to be an ally in this constant improvement of the Group’s security conditions.

