



# Multinational Financial Service Institution Davivienda Enhances Efficiency and Convenience Significantly With HID Mobile Access<sup>®</sup>

“La Casita Roja” (“The Red House”), known as Davivienda, is a financial institution within the Bolívar Group, established 50 years ago. Today, the company employs approximately 18,000 people, serving over 22 million customers across Colombia, Panama, Costa Rica, Honduras, El Salvador and the United States.

Renowned for its multinational, digital and sustainable approach, Davivienda has empowered individuals, families and businesses with innovative banking solutions to help them achieve their dreams. Offering a diverse range of advanced financial products and services, the institution tailors agile and accessible solutions to match customer needs and the evolving market landscape.

## CHALLENGE

In Colombia, the bank faced several technological challenges related to employee access to multiple offices and areas. The obsolescence of the previous access control system and its limited infrastructure raised concerns about the bank’s overall security and operability. The technology used for employee access cards, for example, had been discontinued, posing a significant obstacle to managing and issuing new credentials.

Furthermore, multiple access technologies for different administrative locations led to incompatibilities and complexities in administration, forcing employees to carry several physical credentials for different areas of the company.

Then there was the production and issuance of physical cards, which also presented challenges, including the environmental and financial impact of using plastics, ribbons and ink. Further, the time-consuming card issuance process hindered the implementation of an effective access control system.

It became clear that a technological update that aligned with the organization's forward-looking digital culture was needed.

## SOLUTION

The bank selected HID Mobile Access credential technology to upgrade its access control system, along with physical iCLASS Seos cards, and the HID Origo credential management platform.

HID Signo 20 Readers and iCLASS SE R10 readers were chosen to secure doors, gates, networks and more.

Because HID's mobile credentials can be stored on mobile devices, employees can access different bank spaces more efficiently and conveniently by using a short-range gesture (tap) or "Twist & Go" gesture, minimizing the risk of credential loss, as people are less likely to lend or misplace their smartphones.

There were 70 HID Signo 20 readers installed across different bank locations to support a wide variety of credentials of various formats, such as physical cards and mobile devices. About 460 iCLASS SE R10 readers were installed in all other locations, allowing adaptable and interoperable access control. These readers also support physical and digital credentials.

Through this transition, Davivienda has virtually issued more than 10,000 mobile credentials for permanent staff and about 1,500 physical iCLASS Seos cards for resident contractors. These credentials are managed through HID Origo, a cloud-based platform that allows administrators to manage identity creation and revocation remotely and centrally.

The update, spanning about two years, encompassed server virtualization, infrastructure adjustments, peripheral installations and employee awareness campaigns about the new technology. As part of this initiative, the company introduced virtual training methods, offering employees step-by-step guidance on app activation based on their mobile operating system.

The migration to the new platform and physical architecture is now complete, with ongoing efforts to digitize photos for virtual credentials.

## RESULT

Today, the new access control solution is deployed in 62 administrative areas across 16 buildings located in Colombian cities such as Bogotá, Cali, Barranquilla, Cartagena, Bucaramanga and Pasto.

Implementing HID Mobile Access at Davivienda yielded significant benefits. First, it enhanced security while streamlining access control operations. A more modern access control system strengthened the protection of the bank's physical spaces, ensuring that only authorized personnel can enter restricted areas and minimizing risk of lost or stolen badges. This contributed to incident prevention and protecting sensitive information.



## SOLUTIONS

- HID® Mobile Access®
- HID Signo® 20 Readers
- iCLASS® SE® R10 readers
- iCLASS Seos® cards
- HID Origo™

Additionally, the new solution is better aligned with the internal culture of innovation. Davivienda demonstrated its capacity to integrate cutting-edge technology into its operations from inside out, especially in the employee hiring process.

With virtual credentials, the employee ID process became considerably faster, reducing production time from 10 days to 5 minutes. Upon incorporation, employees are granted access to the necessary workspaces, contributing to a more dynamic and efficient work environment.

Lastly, this implementation resulted in increased productivity and improved staff experience. By eliminating multiple physical cards and unifying technologies across different administrative towers, the complexity of access management was reduced, enhancing internal mobility. Employees can now access different areas more easily, streamlining their daily tasks and boosting job satisfaction.

As the company continues to introduce employees to this new authentication experience, the modernization of the access control system enhances operational efficiency and employee convenience in “The Red House.”



*“Davivienda saw first-hand the advantages of HID Mobile Access during the pandemic, in terms of security, functionality and innovation. The project took a turn from there, placing digital credentialing as its central axis and mobile devices as the main tools for identification.”*

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