unionbank

Talking about the size

INTRO

Union Bank of Nigeria Plc., established in 1917, is a full-service commercial bank that caters to the retail and commercial needs of individuals, small and medium sized companies, and major corporations. With a robust geographical network comprising more than 350 service centres and over 860 ATMs spread across Nigeria, Union Bank remained committed to helping individuals, families and businesses grow for nearly a century.

Recent awards and recognitions include Business Day Award for "best bank to support Nigeria's small and medium scale enterprises", Central Bank of Nigeria Award as the best bank in Agricultural Credit Guarantee Scheme Fund in Nigeria, MasterCard cashless champion awards: Cashless POS Activation Champion and first Nigerian bank awarded the latest Payment Card Industry Data Security Standard (PCI DSS) Version 3.0 certification.

CASE STUDY

STATS

- **2000+** employees
- **200+** remote locations
- **350+** service centers

TECHNOLOGY NEEDS

- 2.000-10.000 users communication platform
- Geographically remote branches in the same system
- Contact center for minimum 20 agents
- System full redundancy

PRODUCTS UTILIZED

- OpenScape Voice in geo-separated duplex configuration
- Mediatrix ATA for analogue connections
- OpenScape Contact Center for 50 agents with reduntant CDSS