

CaixaBank is launching the “Cosmos” plan to channel a €5 billion investment into the Group's processes and technology

- **The bank is starting with the roadmap within the 2025-2027 Strategic Plan to promote the agility, flexibility and resilience of its technological platform.**
- **The plan sets out the application of generative artificial intelligence, providing its commercial network with cutting-edge technological capabilities to offer excellent service quality to the bank's customers.**
- **Emphasised among the new initiatives is the commitment to AI, to take advantage of conversational and operational capabilities to assist employees and customers.**

CaixaBank is implementing the “Cosmos” plan, its process and technology roadmap within the 2025-2027 Strategic Plan, that will have an overall investment of €5 billion.

The plan proposes to articulate the bank's technological strategy in the upcoming years around four major objectives: to increase agility and commercial capability in its business areas; to develop new services thanks to cutting-edge capabilities and the simplification of processes; to promote operational excellence improving efficiency; and, finally, to strengthen and develop the current technological platform with the highest resilience security standards.

“Cosmos” includes plans for renewing current channels and developing new commercial and service capabilities for customers along with generative artificial intelligence.

New technologies to support employees and customers

One of the main goals of the new plan consists of increasing commercial network capabilities to expedite transactions and give a new approach to the customer service model in branches that is more focused on the customer than on transactions. In this way, CaixaBank is positioning AI to provide conversational and operational capabilities to both employees and customers. Thanks to this, the commercial service capability of banking professionals will increase. In addition, customers' digital self-service options will increase, providing them with tools that will allow them to streamline their finances.

In addition, artificial intelligence will also be applied in the automation of business processes and transactions, reducing the administrative load in branches and improving the decision-making processes of the bank's employees to provide the best offer to its customers.

Finally, AI will enable improved integration of the different physical, remote and digital channels which the bank already has, offering greater flexibility and efficiency, as well as better service to its customers.

AI and *cloud*, cross-sectional levers

The “Cosmos” plan includes the development of two technological programmes already in progress, programmes connected to cloud data technology and the application of AI and *machine learning* technologies to improve access to information and data analytics in real time. The plan also considers the development of a platform of AI agents to improve business intelligence and efficiency.

In particular, one of the cross-cutting levers “Cosmos” will bring will accelerate CaixaBank’s cloud roadmap through a more scalable, resilient and automated technological infrastructure. Therefore, new infrastructure and projects will be implemented faster.

Operational excellence and increased efficiency

CaixaBank will evolve towards more agile, flexible, modular and *resilient* technological architectural models. The bank will also apply AI when automating IT operations, which will allow it to reduce incident resolution time while seeking to generate significant efficiencies in operational costs for improving back-office and monitoring processes.

Developing the “Cosmos” plan “will involve the entire organisation and will mean expanding the specialist technology teams. The financial group has announced plans to add 3,000 new young employees over the next three years, of which 1,000 will be in IT.”

CaixaBank, leader in innovation

Technology and innovation are crucial for CaixaBank. With the largest digital customer base in the Spanish financial sector, close to 12 million, the bank is on the vanguard of developing new models and systems to respond to its customers’ demands.

The financial institution’s own technological subsidiary, CaixaBank Tech, with multidisciplinary teams to promote digitisation, takes innovation to all areas of the organisation. Via leading technology such as *cloud computing*, artificial intelligence and big data, it develops resources to offer its customers more customised advice, to improve the commercial offering and linkages, develop new financial services and expedite decision-making processes.

In addition, CaixaBank has a strategic plan on information security and is a benchmark in this area in accordance with the best market standards. It employs state-of-the-art technology to prevent and detect cyberattacks, and continuously safeguards the confidentiality, integrity and availability of the bank’s, customers’ and employees’ information.

Thanks to its digital transformation strategy, CaixaBank has become one of the highest-rated banks in the world for the quality of its digital products and services, and it has received various international acknowledgements. Among others, noteworthy are "Best Bank in Spain 2024", "Best Digital Bank in Spain 2024" and "Best ESG Bank in Spain 2024". In addition, CaixaBank was also awarded the prize for "Best Bank in Western Europe 2024" and "Best Bank in Spain 2024" by Global Finance – The Innovators.