

ALIANZA FIDUCIARIA BUILDS A RESILIENT FINANCIAL FLEET WITH AMD

CASE STUDY

Financial institution running 24/7 complex workloads found the endpoint reliability it needed in Lenovo devices with AMD Ryzen™ PRO processors



Alianza Fiduciaria, part of Grupo Alianza, is one of Colombia's most well-known financial management companies, with more than 40 years of experience in fiduciary administration, investment funds, and structured trust services. The company manages more than 140 trillion Colombian pesos (US\$40.8 billion) in assets and portfolios for institutional and individual clients. Employees rely on their workstations to access core systems, connect to securities markets, and keep the company's operations moving around the clock.

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Jairo Velasquez, Help Desk Chief at Alianza

Alianza's endpoint refresh started in 2025 and is still underway. More than 1,700 Lenovo ThinkPad L14 laptops and ThinkCentre M75q Tiny desktops running AMD Ryzen™ PRO processors are now deployed across the organization, a significant share of the company's total fleet. The team at Alianza had a lot to consider as it looked to migrate to new systems. Performance benchmarks and stress tests were the starting point, but compatibility with existing infrastructure and compliance with the security requirements of a regulated financial environment were equally important.

THE INCREASING COST OF SUPPORTING AN AGING FLEET

Employees at Alianza run transactional systems, company portals, securities market connections, office productivity tools, and collaboration tools while working with data volumes large enough to require significant processing at every workstation across the organization. As those demands grew and the existing Intel-based systems aged, signs of fragility could be seen in the IT department's growing help desk queue.

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Jairo Velasquez, Help Desk Chief at Alianza

"Our main challenge had been to deliver reliable and highly available services for our clients," says Jairo Velasquez, Help Desk Chief at Alianza. "In our industry, that also means managing cybersecurity conditions, supporting digital transformation, and modernizing legacy systems. Before the migration, we were experiencing slow performance on the computers. We had a significant hardware technical debt, and support tickets from our end users were escalating."

INDUSTRY

Financial services

CHALLENGES

Aging endpoints struggled to keep pace with the processing demands of a 24/7 financial operation, driving escalating help desk tickets and service reliability concerns

SOLUTION

Alianza deployed Lenovo ThinkPad L14 laptops and ThinkCentre M75q Tiny desktops running AMD Ryzen™ PRO processors, selected through a rigorous RFP for performance, security, and long-term value

RESULTS

Hardware-failure tickets fell 49.5% and PC performance tickets fell 72.5%. AMD PRO Security integrated cleanly, while AMD PRO Business Ready supported four-year planning

AMD TECHNOLOGY AT A GLANCE

AMD Ryzen™ 5 PRO 8500GE processor
AMD Ryzen™ 5 PRO 7535U processor
AMD Ryzen™ 7 PRO 7735U processor
AMD Ryzen™ 7 PRO 250 processor

TECHNOLOGY PARTNER





As financial workloads increased across the business, Alianza's aging endpoint fleet drove rising help desk demand before the move to AMD Ryzen™ PRO processors.

HIGH STAKES DEMAND RIGOROUS TECHNOLOGY EVALUATION

As a regulated financial company whose systems run continuously, replacing thousands of endpoints was a decision Alianza needed to get right. Its IT team set out to assess the technical and economic feasibility of undertaking a large-scale refresh of its PC endpoints.

"Our process started with an RFP inviting the leading PC manufacturers in the corporate market to present their best technical and economic proposals for different configurations," says Velasquez. Stress tests, certification reviews, compatibility checks, and energy consumption data all fed into the scoring. So did the processor-level security features, which had to meet the strict compliance requirements of a financial services environment.

"The results pointed clearly to Lenovo machines with AMD Ryzen PRO processors as the best combination of performance and value."

Jairo Velasquez, Help Desk Chief at Alianza

"The results pointed clearly to Lenovo machines with AMD Ryzen PRO processors as the best combination of performance and value," says Velasquez. "In AMD and Lenovo, we found the strategic allies our operation needs. The support and service they provide were a key factor in our decision."

A REFRESH WITH AMD REDUCES HELP DESK DEMAND

Alianza replaced its end-user equipment in two stages beginning in 2025 when the company deployed 922 systems that included 333 Lenovo ThinkPad L14 laptops and 589 Lenovo ThinkCentre M75q Tiny desktops. A second wave of 831 systems quickly followed in 2026, with an additional 706 Lenovo ThinkPad L14 laptops and 125 Lenovo ThinkCentre M75q Tiny desktops.

Rather than standardizing on a single specification for everyone, Alianza took advantage of a range of AMD Ryzen 5 PRO and AMD Ryzen 7 PRO processors for their fleet, ensuring different roles have the processing headroom specific to their needs.

Velasquez says, "The new equipment had an immediate, positive impact on our operations terms of performance, the experience our users have, and reducing help desk requests. All Alianza business platforms integrated with the AMD Ryzen PRO processors without issue."

"Security is a priority in our industry, and AMD delivers."

Jairo Velasquez, Help Desk Chief at Alianza

Hardware failures, OS blocks, and system freezes had been a constant problem before the refresh. After the 2025 rollout, hardware-failure tickets fell 49.5% and PC performance tickets fell 72.5%.

"We now have better processing capabilities and new-generation equipment," says Velasquez. "That has reduced blue screens, system blocks, and OS degradation related to hardware issues. Our users report improvements in OS availability, time to execute large queries in data reports, and transaction processing. Reconciliations involving large amounts of data that used to cause system interruptions now run smoothly on AMD."

AMD PRO SECURITY HELPS PROTECTS REGULATED FINANCIAL ENVIRONMENTS

AMD PRO Security, part of AMD PRO Technologies, delivers protection built directly into every AMD Ryzen PRO processor. The question for Alianza's IT team was whether they would integrate cleanly with the cybersecurity systems that the organization already had in place.



Jairo Velasquez, Help Desk Chief at Alianza, helped oversee a rigorous technology evaluation that resulted in Lenovo systems with AMD Ryzen™ PRO processors, reducing hardware failures and help desk demand.

“Security is a priority in our industry, and AMD delivers,” says Velasquez. “The features built into AMD Ryzen PRO processors are fully compatible with our existing security systems and processes. We are already using the BIOS security capabilities in each machine, and we know there is more capability available in these processors. We intend to take advantage of it.”

SUPPORT FROM AMD THROUGH THE FULL DEVICE LIFECYCLE

Alianza prefers to plan around a four-year lifetime for its endpoint equipment. AMD PRO Business Ready features support that kind of forward-thinking, with 18+ months of planned platform stability and availability, and 60 months of committed software support after the last ship date.

“Having reliable support for our equipment across the full lifecycle is essential to our planning,” says Velasquez. “The image creation support we received from Lenovo and AMD meant our rollout was agile. AMD provided direct assistance with drivers, which helped us get the best performance from our workstations from day one. The attention we have received from both AMD and Lenovo, from the evaluation through deployment and beyond, has been excellent. That continuity matters as much to us as the hardware itself.”

TODAY'S PERFORMANCE AND RELIABILITY SET THE STAGE FOR ALIANZA'S TOMORROW

The experience of the intervening months since deployment have shaped how Velasquez thinks about AMD Ryzen PRO processors at Alianza, both in terms of what the platform does today and where he wants to take it.

“Based on our experience, we trust AMD Ryzen PRO processors for our operation,” says Velasquez. “On-device AI is one of the initiatives we plan to pursue in the midterm and the AMD Ryzen PRO processors we have deployed give us the foundation to prepare for that.”

“It is absolutely worth it to try AMD processors,” he says. “I think the cost-benefit relationship with AMD is very favorable and the TCO is highly attractive. The stability and performance we see in our workstations every day are genuinely remarkable, and our users feel that.”



With a more reliable endpoint foundation in place, Alianza is preparing for future initiatives—including on-device AI—with AMD Ryzen PRO processors.



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ABOUT ALIANZA FIDUCIARIA

Alianza is a leading financial institution in Colombia with over 40 years of experience providing investment, wealth management, and financial optimization solutions. The Alianza ecosystem includes 7163 trusts, 20.9 trillion Colombian pesos (US\$6.1 billion) in assets under management across mutual and voluntary pension funds, 5.6 trillion Colombian pesos (US\$1.6 billion) in fixed income and equities at Alianza Valores, and 13.8 trillion Colombian pesos (US\$4.0 billion) in private equity funds. Through secure platforms and expert guidance, Alianza delivers wealth management and transactional services to help clients achieve their financial goals. For more information, visit www.alianza.com.co.

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