A $33B bank's digital transformation - new platform, new revenue streams, no disruption

The Outcome

BankUnited completed a multi-year digital transformation that moved core banking infrastructure to AWS, launched a modern cloud-native digital banking platform, and built an advanced analytics engine that predicts customer churn before it happens. The bank now competes for segments it couldn't reach before and has opened new revenue streams.

How They Got There

Presidio partnered with AWS Professional Services to build a phased transformation roadmap: data center migration first, then Backbase platform operationalization via CI/CD and Kubernetes, then a custom analytics platform on Amazon Redshift. DevOps pods now handle everything from maintenance to feature development across both cloud and remaining on-premise environments.

Why It Worked

BankUnited didn't try to modernize everything at once. Each phase built on the last: stable cloud infrastructure unlocked platform modernization, which unlocked advanced analytics, which unlocked managed operations at scale. The bank now has the data, tooling, and operational model to keep evolving without starting over.

The Situation

BankUnited, a national bank with $33B in assets, initiated a multi-year digital transformation in 2019. The goal: move core infrastructure to AWS, launch a modern digital banking platform, and build the analytics capability needed to deliver differentiated, personalized customer experiences. The challenge was executing that transformation without disrupting the banking services its commercial and retail customers depend on.

The Approach

Presidio and AWS Professional Services built a phased transformation roadmap. Data centers migrated to AWS using the Cloud Adoption Framework first. The team then operationalized Backbase using CI/CD pipelines and Kubernetes for continuous, reliable delivery. Presidio built a custom analytics platform on Amazon Redshift, turning raw customer data into ML models that predict churn and power targeted digital marketing. DevOps pods now provide continuous operational coverage across cloud and remaining on-premise environments.

The Result

BankUnited now operates on a cloud-native digital banking platform. ML models surface customer churn risk before it becomes attrition. The bank has expanded into customer segments and revenue streams that weren't accessible on the old infrastructure. Presidio's DevOps pods provide continuous operational coverage, freeing BankUnited's internal teams to focus on innovation rather than maintenance.

$33B

In total assets on a modernized, cloud-native infrastructure

Predict

Customer churn before it happens with ML models on Redshift

100%

DevOps coverage across cloud and on-premise environments