



# Korean export credit agency enables productive, secure work from anywhere

Korea Eximbank needed to enable flexible, agile workspaces by creating a secure remote environment for employees.

Fast, reliable,  
high-performance  
user experience  
across devices





# With Citrix Virtual Apps and Desktops, the Export-Import Bank of Korea ensured employees have secure access to the internet, apps and data, from any device and any location.

## A more dynamic way to deliver services

The Export-Import Bank of Korea is Korea's official export credit agency. Founded in 1976, the agency provides key export credit and guarantee programs to support Korean enterprises conducting overseas businesses. With core services including trade finance, overseas investment credit, natural resources development credit, import credit and information services, digital has been enabling Korea Eximbank's broad range of operations for many years.

Yet, with the start of the COVID-19 pandemic, Korea Eximbank needed to scale its digital capabilities still further — by providing a secure remote working environment for both full-time employees and those hired on short-term contracts, whether located in Korea, or abroad.

## Safe, convenient remote work

As Citrix holds extensive experience in building Virtual Desktop Infrastructure (VDI) for the public and finance sector, Korea Eximbank chose to implement Citrix Virtual Apps and Desktops (CVAD).

It implemented the solution in 2013 and has been happy with the high performance and reliability that CVAD provides. The quick technical support offered by Citrix is another factor that led to Korea Eximbank's decision to expand its Citrix VDI further.

"We are very happy to provide our employees with a safe and convenient remote working environment through Citrix Virtual Apps and Desktops (CVAD). We've been using it since 2013. Because we were very satisfied with CVAD's reliability, speed, and performance, we have continued to expand our use of Citrix solutions ever since," says Se-yeong Cheon, Vice deputy manager, IT, Export-Import Bank of Korea.

From deploying a mere 120 CVAD devices in 2013, by 2020, Korea Eximbank had increased that number to a staggering 1,830. All employees — contract-based, temporary, remote, outsourced developers, or employees on business trips — now benefit from the solution, which improves users' working efficiency and establishes key network separation for the IT department.

"As we are part of the financial sector, we are required to separate

our network according to government policy," explains Se-yeong Cheon. "By using CVAD for network separation, we can securely access the internet, our apps and data. We are also benefiting from improved user convenience as the network separation is logical as opposed to a physical one."

## Ensuring seamless business continuity

Apart from CVAD, Korea Eximbank also uses Citrix Application Delivery Controller (ADC) to ensure higher availability and security of its apps. Today, the agency is reaping the rewards of undergoing wide-ranging digital transformation early. Amidst the COVID-19 pandemic, Korea Eximbank has ensured business continuity and employee safety by having a secure remote work environment for all employees. Employees have a consistent app and desktop experience irrespective of device or network, along with the ability to monitor, control, troubleshoot, and support their team members. Most importantly, customers are enjoying the same, consistent service as before, even with employees working from home.



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**Se-yeong Cheon**  
Vice Deputy Manager, IT  
Export-Import Bank of Korea

**Company**  
EXIM Bank Korea



**Website**  
[www.koreaexim.go.kr](http://www.koreaexim.go.kr)

**Company Size**  
Medium (50-999 employees)

**Country or Region**  
South Korea

**Industry**  
Finance

**Key Benefits**  
Secure app, data and internet access.  
Effective remote working  
Seamless business continuity

**Customer Profile**  
The Export-Import Bank of Korea was founded in 1976 to develop the country's economy by providing financial assistance necessary for foreign economic cooperation such as import and export, overseas investment, and overseas resource development.

**Citrix Software and Services**  
Citrix Virtual Apps and Desktops  
Citrix Application Delivery Controller (ADC)