

CaixaBank expands strategic collaboration with Google Cloud to accelerate AI and data capabilities

- ***New agreement incorporates advanced generative AI, security, and infrastructure capabilities to drive technological transformation***

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CaixaBank today announced an expanded strategic agreement with Google Cloud, strengthening its technological capabilities in key areas such as artificial intelligence (AI), data management, data analytics, and cloud infrastructure. Building on an alliance established in 2023, the expanded agreement, which extends the collaboration until 2033, will increase the entity's adoption of AI and cloud technologies, and accelerate the development of tools aimed at improving operational decision-making for its employees while enhancing the personalization of products and services for its millions of customers.

As part of the new agreement, CaixaBank will deploy Gemini Enterprise, Google Cloud's AI platform for building, governing, and deploying agents. These agents will empower CaixaBank's teams to synthesize complex financial information, automate routine tasks, and optimize daily workflows.

To support CaixaBank's strategic goals, the expanded collaboration will focus on three key pillars:

- **Data analytics and agentic AI:** CaixaBank will turn large data repositories into actionable insights. Using Gemini Enterprise, teams will deploy specialized AI agents to streamline document management, classification, and complex content summarization, accelerating internal decision-making.
- **Hybrid infrastructure and security:** CaixaBank will pair its private environment with Google Cloud's secure infrastructure to improve system resilience, scalability, and service availability to accommodate future growth. The rollout also adds advanced threat detection and security monitoring under CaixaBank's strict governance and responsible AI frameworks.
- **Workforce training and enablement:** The program also includes specialized professional services, collaborative initiatives, and training

courses to facilitate the adoption of new technological capabilities and team enablement. The work will be carried out under CaixaBank's governance and its security, privacy, and responsible AI frameworks.

Through this expanded alliance, CaixaBank reaffirms its commitment to collaborating with cutting-edge AI and technology partners. By leveraging Google Cloud's advanced AI and data capabilities, the bank is poised to drive the continuous transformation of its business model and define the future of digital banking.

About CaixaBank

Innovation is one of CaixaBank's strategic pillars and a key element in reinforcing its leadership in the financial sector. With the largest digital customer base in Spain's financial industry, exceeding 13 million customers, the bank promotes a vision of innovation based on the combination of technology, expertise and customer proximity. Its goal is to develop new products and services, improve the user experience, increase operational efficiency and create new growth opportunities.

About Google Cloud

Google Cloud offers a powerful, optimized AI stack—including AI infrastructure, leading models like Gemini, data management capabilities, multicloud security solutions, developer tools and platform, as well as agents and applications—that enables organizations to transform their business for the Agentic Era. Customers in more than 200 countries and territories turn to Google Cloud as their trusted technology partner.