

Customer Snapshot

BankVic



Facts at a glance

Product	IAAS
Industry	Banking
Country	Australia
Region	ANZ



Digital disruption is here to stay. As a bank that prides itself on putting our members first, it was important that we provide them with secure, easy to use, on-the-go services. At the same time, we were incredibly conscious of our infrastructure operating costs which needed to be reduced.

Scott Wall
Chief Information Officer, BankVic

About the company

BankVic is a 100% member owned and focused on serving police, health, emergency and public services, as well as their family and friends.

www.bankvic.com.au

Challenges

Operating cost control and partnering with TAS for the future

- ! The financial services industry is changing, it has been for some time. And unlike some other sectors, the change has been dramatic. Understandably so, when in today's digital landscape certain features are expected by its customers. It would be hard to imagine a society where you were unable to pay on your phone, track expenses and investments, compare products and so much more.
- ! Equally, with immense pressure on organisations' bottom lines the challenge is to keep up with customer demands while managing internal operating costs.
- ! It was against this backdrop that BankVic embarked on its digital transformation journey and sought the support of TAS to help them achieve it.

Benefits

- + BankVic has been able to offer more cost-effective loans to its members by working with TAS to lower operating costs. Combined with improved service quality and more secure platforms in TAS' datacentres ensures BankVic is well positioned for the future.
- + TAS worked closely with BankVic throughout the project to identify areas of waste, streamline processes and balance volume commitments with cost discounts. This ensured company goals were met and unnecessary costs were eliminated.
- + The biggest challenge was balancing the needs and priorities of both organisations – identifying further opportunities while continuing to reduce costs in the future. Ultimately a decision was reached that was beneficial for all involved.
- + The strong partnership BankVic has enjoyed with TAS over more than 10 years, based on TAS delivering on its promises stood us in good stead and we have been re-signed as BankVic's technology partner for an additional three years.



TAS has been a trusted partner for more than a decade, so it was natural that we looked to them to support us on this journey,

Scott Wall
Chief Information Officer, BankVic