

Business runs better on Microsoft.



ANZ Grows with Exchange 2000 Server

With the help of Microsoft Consulting Services and Microsoft Exchange 2000 Enterprise Server, the Australia and New Zealand Banking Group Limited was able to roll out email functionality to more than 800 retail branches in less than three months.

Company Background

Australia and New Zealand Banking Group Limited (ANZ) is one of Australia's leading banking and financial services groups, offering a full range of banking services to consumers, small businesses, and corporations in Australia, New Zealand, and Asia. With total assets of more than AUD 170 billion and over 800 retail branches, ANZ is one of the largest Australian-based banks.

Business Scenario

To provide seamless communication among its branches, the Australia and New Zealand Banking Group Limited (ANZ) had determined that it needed to upgrade its collaboration and messaging capabilities. With the help of Microsoft Consulting Services, ANZ was able to roll out functionality to more than 4,000 users in approximately 800 branches in less than three months.

ANZ had provided email functionality using Microsoft® Exchange 5.5 Outlook® Web Access on an OS/2 Platform and a variety of legacy clients. However, the bank wanted a solution that would rationalize platforms to lower Total Cost of Ownership (TCO) and enable enterprise-wide systems deployment. ANZ also wanted to enhance messaging and collaboration capabilities with features such as instant messaging, presence information, data sharing, and audio-video conferencing creating a virtual office in which far-flung branches could operate as though they were in the same building. Because each branch had its own profile and demographic, the ideal platform would also need to allow individual branches to create custom solutions for their specific needs. From a system-administration viewpoint, security, disaster recovery, ease of management, and reliability were primary considerations. Furthermore, the solution needed to be implemented quickly and economically.

Business Solution

Enhanced Risk Management, Reduced TCO

ANZ decided to partner with Microsoft Consulting Services to develop the

“We are receiving cost savings by being able to rationalise our server deployments. We are centralising servers into a data centre environment now.”

– Wayne Greer, Messaging Design Lead, ANZ Bank

Organisation

Australian and New Zealand Banking Group Limited (ANZ)

Web Site

www.anz.com.au

Industry

Banking

Microsoft

strategy to deploy 1,000 branch mailboxes hosted by Exchange 2000 Server. The solution proved successful beyond ANZ's expectations: using the services of only two information architects, the group was able to not only meet its goal, but exceed it by 300 percent. ANZ is currently using Outlook Web Access on Netscape and the legacy OS/2 platform within the branches. ANZ is planning to migrate to Windows® 2000 and will be rolling it out to the branches in the coming months.

One of ANZ's main goals was to improve reliability, availability, and functionality while minimising costs. "Our client was able to develop their solution at very low cost in a very quick manner, which we see as a huge win for them," reports Microsoft consultant Chris Bowers. Wayne Greer, ANZ's Messaging Design Lead, is enthusiastic as well, emphasising ease of management resulting in lower administration costs. "Centralised management and security is enhanced in Exchange 2000 relative to Exchange 5.5," he comments. Greer cites one of the features of Exchange 2000 Server the ability to collapse messaging networks into logical groupings - resulting in easier management of user objects. "Administration is far superior," he says.

The enhanced recovery capabilities of Exchange 2000 Server represent a win for the bank as well, increasing stability and decreasing the chance of disastrous loss of data. The clustering abilities of Exchange 2000 Server result in higher availability and better risk management. "On the previous platform, we were confined to a single-instance database on a server. We can now have multiple databases and can thus minimise risk across users," reports Greer. Better backup capabilities minimise downtime. "In the past," says Greer, "it could take a long time to recover from accidentally deleting a mailbox. Now it takes ten minutes, which is a huge benefit."

The Future

Unlimited Extensibility

ANZ expects Microsoft technologies to facilitate its future plans for developing infrastructure. "The Windows DNA application architecture will allow rapid integration for building mission-critical systems," says Microsoft's Chris Bowers. "The introduction of these Windows 2000 based systems is a key part of the Bank's IT direction."

The bank expects to roll out the Windows 2000, Exchange 2000 Server, and Exchange Conferencing Service to bank operations in 24 countries, with integration of Windows 2000 PKI for S/MIME. Once implemented, the new platform will facilitate the branches' ability to create their own customised applications.

One thing is probably certain. While not all users will be aware of the back-end benefits of the move to Exchange 2000 Enterprise Server and the Windows 2000 platform, they will surely notice the new messaging and conferencing functionality.

Microsoft Technology

Exchange 2000 Enterprise Server

Exchange 2000 Conferencing Server

Windows 2000 Advanced Server

Windows 2000 Professional

For more information

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