

ANZ Bank Australia and IBM

ANZ Bank partners with IBM to deliver measurable ROI and Operational Resilience



Summary

ANZ Bank in Australia turned to IBM Technology Lifecycle Services (TLS) for third-party support of its software environment. By maintaining its current software version, the Bank mitigated costly upgrades and reduced support fees by over 40%. ANZ unlocked significant operational savings. IBM’s full-stack support model delivered a better service experience, improved system stability through proactive health checks, and enhanced security across the environment.

Outcomes

- 40% Costs Savings
- Improved System Stability and Security
- Faster Response Times
- Operational Efficiency
- Simplified Vendor Management

“The dedication and responsiveness demonstrated by the IBM team during important critical milestones were truly commendable. It's not just about the technical expertise; the professional and collaborative spirit that IBM team has exhibited consistently has been remarkable. I would especially like to highlight the team’s willingness to support and provide timely security patching workarounds.”

Bhanu Prasad
Product Owner
ANZ Bank

Solution components

- IBM Support for Oracle Software
- IBM Technology Lifecycle Services (TLS) : IBM Support for Oracle SW

