

## Customer story

BPAY

# A world of difference for BPAY Group.

## And a big difference for the world.

As a key enabler of the Australian economy, BPAY Group processes over \$400 billion in online payments each year, and constantly invests in its platforms to deliver trusted and innovative services. As their internal data centres were approaching the end of usability, taking the leap into the cloud was the obvious step, and there were three primary concerns.

**Security** As a brand, BPAY has 98% name recognition and strong consumer trust, so data integrity and security were not optional for BPAY Payments.

**Capacity** Launching the new service Osko – a peer-to-peer payment product that allows anyone to instantly and securely move funds between banks – was planned to more than double BPAY Group's transaction load.

**Sustainability** The potential to reduce inefficiencies, use of ageing data centres and BPAY Group's overall energy consumption.

### Enter Macquarie Cloud Services

A Proof of Concept gave BPAY Group the reassurance that migration to the cloud would improve security, capacity and resilience, and ease their burden by Macquarie taking on day-to-day infrastructure management.

International and local research consistently confirmed the benefits of cloud storage enabling confident conversations with BPAY Group's Financial Institution customer base

ensuring support for the shift. BPAY Group partnered with Macquarie Cloud Services to implement a customised hybrid private and public solution.

### Here's what happened

- Full migration to Macquarie Secure Hybrid Data Centres over 36-months, in 2 phases.
- New purpose-built infrastructure delivering performance, automation and availability improvements.
- Cost efficiencies gained including reduced reinvestment in aging server and network infrastructure.
- Implementation of high-level security options and enough capacity to process well over 4 million transactions a day.
- Uplifted business continuity capability, enabling service resilience and ensuring customer confidence that BPAY Group's services will always 'just work'.

### It's made a difference

"Make A Difference" is a personal mantra of John Banfield, BPAY Group CEO. Moving to Macquarie made a difference in many ways.

Changing data storage to hybrid private and public cloud "has enabled agility" and enhanced customer value.

BPAY Group are continually optimizing their existing services and creating new services to meet changing customer needs.

Now BPAY Group have the potential to significantly grow both capacity and revenue "Macquarie get that," says John Banfield.

Our custom solution created energy savings (under-used servers are a key culprit in excess energy consumption) and by moving their servers into the Macquarie Data Centre, among other initiatives, BPAY Group has been able to reduce energy costs and its carbon footprint.

BPAY Group have protected the future. Through endorsing a more efficient alternative, BPAY Group has saved costs and reduced impacts on the environment. It's a difference worth making.

BPAY Group has achieved a substantial reduction in our energy costs in three years from 2017 to 2020. Choosing to partner with Macquarie Cloud Services, migrating to private cloud and co-location services, has helped us to achieve such a large reduction.

Angela Donohoe  
CIO, BPAY Group

