

ANZ Banking Group: Trade and Supply Chain Finance Technology

_experience the commitment™



AUSTRALIA AND NEW ZEALAND BANKING GROUP

Melbourne
AUSTRALIA

Online:

www.anz.com

Industry:

Banking

Employees:

40,000

"ANZ sees significant potential for business growth in trade finance. We are driving up customer satisfaction levels and offering trade transaction processing services to other banks over the CGI Proponix platform. Proponix is an important element of our expansion plans, helping us to achieve significant efficiency improvements."

Chris Mouat, Head of Trade
Service Delivery, ANZ

Building on its heritage and increasingly strong presence in Asia Pacific, Australia and New Zealand Banking Group (ANZ) is one of the world's leading trade finance banks. Delivering trade services for 10,000 customers across 29 countries and processing transactions in excess of 30 billion Australian dollars annually, ANZ continues to emphasize the importance of expanding profitable trade and Supply Chain Finance (SCF) business as an integral part of their trade offering.

The Challenge

One of ANZ's major challenges has been to improve service levels and increase the scale of operations, without adding costs.

In addition, ANZ has committed to helping its clients streamline SCF efficiencies wherever possible. Automation and process Web-enablement play key roles in delivering the required productivity and cost-efficiency enhancements.

How CGI Helped

ANZ leveraged CGI's Proponix® solution to strengthen their market position and competitive advantage with a processing subsidiary called TradeCentrix. Designed with a high performance operations architecture supported by robust technology solutions, TradeCentrix uses the global trade processing platform Proponix to combine in-house solutions, third-party systems, and outsourced services.

The move to a common platform was driven by ANZ's decision to centralize its transaction process on the TradeCentrix operations center located in Australia. ANZ outsourced the center's underlying technology to CGI's Proponix service.

Further, by leveraging the centralized nature of the Proponix ITPF, TradeCentrix and CGI have agreed to a development and release strategy for solution implementation.

The Results

By outsourcing to CGI's Proponix service, TradeCentrix has achieved improved customer service and significant reductions in operating costs. In addition, ANZ derives several other business benefits, including:

- Predictable operating costs
- Transaction processing efficiencies
- New revenue opportunities

The bottom line: By using Proponix, ANZ is improving efficiency, increasing customer satisfaction, and laying the foundation for planned growth.