



**BankVic**

# BankVic

Case Study

## At a glance

**Business**

IAAS

**Industry**

Banking

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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 bank, focused on serving police, health, emergency and public services, as well as their family and friends.**

[www.bankvic.com.au](http://www.bankvic.com.au)

## Challenges



- ✓ The financial services industry is changing, it has been for some time. And unlike some other sectors, the change has been dramatic. 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.
- ✓ Organisations must 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 experteq to help them achieve it.

## Benefits



- ✓ BankVic has been able to offer more cost-effective loans to its members by working with experteq to lower operating costs. Combined with improved service quality and more secure platforms in experteq's data centres ensures BankVic is well positioned for the future.
- ✓ experteq 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 between BankVic and experteq has lasted over 10 years, based on experteq delivering on its promises.





## Why experteq?

### ✓ Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

### ✓ Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

### ✓ Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

### ✓ Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

### ✓ Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.

### ✓ Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.



experteq 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

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