

Media Release

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Australia Post upgrades for the future

Australia Post is set to undertake the largest telecommunications transformation in the country, rolling out a series of upgrades to its expansive network that will optimise performance for services across the country, as it plans for the future.

With over 4,000 sites to be upgraded, Australia Post is ensuring facilities and post offices have the most up-to-date access to technology and services - meaning faster parcel processing, greater bandwidth for digital services, while also delivering a significantly higher service level at every site.

Australia Post Chief Information Officer John Cox said that telecommunication transformation is a key step in Australia Post's growth strategy, one that includes the rewrite of retail Point of Sale, telematics in vehicles and facilities, and leveraging the recent partnership with Google for data analytics.

"This is the largest and most significant transformation of its type and demonstrates how Australia Post is leaning into the future to complete our ambitious agenda," he said.

Telstra has been awarded the mobility tower, and will continue to look after all communication, collaboration and mobility needs, including audio/video conferencing.

"We are really excited to be working with Telstra as they build out their 5G network, to drive innovation and improve our service delivery," Mr Cox said.

Comscentre will transform and run Australia Post's internet network which spans over 4,000 sites, including all post offices, mail and parcel facilities, as well as corporate offices across the country.

With the move to use software defined networks from Cisco, Australia Post will have a more robust and flexible network.

"This is a historic win for Comscentre that validates our network-agnostic approach to transformation. We are excited to be working with Australia Post and look forward to driving customer service and experience to the next level," said Cameron Quilty, Executive Director for Comscentre.

Comscentre will be using the *nbn*[™] network for the provision of wholesale business-grade services across the country.

"Australia Post has an extraordinary reach with one of the country's largest retail networks and plays a unique role supporting Australian communities. We are delighted that Australia Post has put its trust in the *nbn*[™] network and business-grade *nbn* services to support such a significant national transformation," said Paul Tyler, NBN Co Chief Customer Officer – Business.

And as part of a Contact Centre transformation, Engage will be the service provider tasked with consolidating platforms and building future capability such as machine learning for intelligent customer interaction.

"Engage is thrilled to assist Australia Post with this innovative vision where they will transform the experience for their customers, leveraging cutting edge technology," said Rebecca McClellan, General Manager for Engage.

The upgrades will also optimise transaction performance for services like Bank@Post and passport applications, while also making WiFi standard in all post offices and facilities.

For further information:

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