Australia Post engages major tech providers under strategic transformation plan

06-09-2024

Australia Post has today announced a new five-member panel of technology service providers to support its delivery of industry-leading digital experiences for customers and its workforce.

Following a rigorous selection process, the panel appointment comes as Australia Post works to simplify and modernise operations under its Post26 strategy, including a more strategic and targeted approach to technology investment. The new panel comprises Capgemini, Deloitte, Kyndryl, IBM and Infosys – all organisations with global reach and specialist talent.

Going forward, the five-member panel will have access to upcoming contract tenders with Australia Post through a model known as 'strategic partnering'. Australia Post Executive General Manager Enterprise Services Michael McNamara said the strategic partnering format was tried and tested around the world and would allow Australia Post to reduce duplication and focus on key relationships.

"This is a new approach for Australia Post that will allow us to deliver the highest quality outcomes for our customers and team members in a highly competitive market.

"As Australia Post works to become financially sustainable, it makes sense to streamline and reduce the number of technology providers we work with. This creates economies of scale and greater flexibility to bring in specialist resources as and when we need them for significant projects.

"All five panel members are major players in the technology field, whose enormous depth of capability and experience will be crucial to delivering our future ambitions and priorities.

"I congratulate the new panel and look forward to working with them," Mr McNamara said.

Today's announcement is part of an ongoing focus to partner with leading technology companies and follows the renewal of two significant contracts with Salesforce and Microsoft. Digitisation, automation and simplification of products and services are key to Australia Post's Post26 strategy to deliver a market leading digital experience for customers. Like all major business enterprises, Australia Post continues to make considered technology investments to keep pace with

advancements in AI, data security and cloud computing.

POST+, a new point-of-sale retail system, was rolled out during the 2024 Financial Year to replace an aging 30-year-old legacy platform. The $250 million project represented Australia Post's largest-ever technology investment. Australia Post also remains strongly focused on the digital customer experience, strengthening technology and processes behind notifications, scanning and tracking.

The AusPost app continues to be one of the highest-rated business applications in both the Android and Apple stores, offering enhanced tracking and access to free, 24/7 parcel lockers.

More than 1.4 million customers are now registered for the self-serve parcel locker service, which continues to grow in popularity as customers seek convenient delivery options.

Source: Australia Post

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