Australia Post boosts its digital transformation with Microsoft agreement

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Australia Post and Microsoft have today announced a three-year partnership renewal, as Australia Post builds on recent investments in cyber security and workforce connectivity.

Investing in key strategic technology platforms is crucial in ensuring Australia Post can deliver on its Post26 strategy as the business continues to simplify and modernise its operations.

Last year, Australia Post consolidated several software platforms into one under the Microsoft umbrella, minimising security risk by containing data within a single technology ecosystem.

The contract renewal is enabling Australia Post to progress with the build out of new cloud capability via Microsoft's Azure hosting platform. Initially this will provide additional secure remote access functionality for team members working from home, along with key tech service providers.

Michael McNamara, Executive General Manager, Enterprise Services said like all essential customer services, Australia Post is always looking to strengthen its defences against the evolving landscape of AI-driven technologies and security threats.

"Australia Post is serious about making our services secure, and – in this age of AI – strengthening our entire technology ecosystem from emails right through to careful management of customer data.

"We are an essential service with thousands of Posties delivering across the country, Australia's largest retail network with more Post Offices nationally than the major supermarkets combined, and a growing network of parcel facilities powering eCommerce. The need for them to be connected – and for secure information flow – is absolutely a priority.

"We are focused on partnering with leading technology companies worldwide that can bring the best engineering capability and talent, and this renewal underscores our commitment to innovation and security," Mr McNamara said.

Mr McNamara added that Australia Post was exploring the safe and secure use of AI to boost efficiency for business tasks through participation in the Early Access program for

Copilot for Microsoft 365.

Jo Dooley, General Manager of Enterprise Commercial at Microsoft Australia and New Zealand said, "Microsoft is proud to continue our partnership with Australia Post, an institution at the heart of Australian community life.

Together, we're not only bolstering defences against the latest security threats, but also empowering Australia Post to fulfill its mission of connecting people across Australia more securely and efficiently. This collaboration is pivotal in transforming how it manages and protects customer data in the age of AI, ensuring every interaction is safe and trusted."

Australia Post earlier this year announced a new multi-year deal with Salesforce as part of its broader modernisation agenda. Digitisation, automation and simplification of products and services are key to Australia Post's strategic priority to deliver a market leading digital experience for customers.

Source: Australia Post