



## Honorary Mention DevOps dreamer

### ANZ

The [Australia and New Zealand Banking Group Limited](#) is an Australian multinational banking and financial services company. It is Australia's second-largest bank by assets and third-largest bank by market capitalization.

In 2019, the bank commenced its ANZx transformation program for building a “digital native” banking experience from the ground up. To support this drive for greater agility, the bank needed fast, resilient, and responsive technology. ANZx included initiatives aimed at simplifying its platforms, modernizing and upgrading technology, and creating an engineering-led culture to power its transformation.

In 2022, the ANZx team successfully launched its new banking proposition “ANZ Plus” to the market.

### Speeding Up Deployments

In a traditional bank, new features would take months or even years to plan and implement due to an extremely complex technology environment. ANZx aspired to do much better. With the speed and objectives ANZx was pursuing, the team needed to move much faster.

The team built ANZ Plus on Google Cloud and embraced a cloud-native approach from the very beginning.

The ANZx team started by partnering with Google and conducting DORA assessments to map the release process and understand the causes of the bottlenecks. By methodically targeting improvements on the release process of a service, it was able to achieve faster deployments.

**Lead time for code changes decreased from three months to less than a week.** Other teams have now adopted the same improvements, increasing the scale of the impact.

ANZx engineers also built a new software product called Fabric on Google Cloud. This enables rapid delivery of new features in a secure, highly scalable environment. This agile capability, combined with best-of-breed third-party solutions, makes it possible for ANZ Plus to quickly offer its customers simple, seamless interactions.

The ANZ Plus mobile app updates daily and the team **deploys new code on the backend multiple times a day**. This speed and ease are then passed on to customers. In fact, the ANZ Plus team has reduced the time to join the bank and open an account to just minutes.

Methodic targeting of **improvements on the release process of a service, decreased lead time for changes to less than a week.**