

## Byte Case Study ME Bank



ME Bank is a national bank based in Melbourne. Founded in 1994 as Super Member Home Loans (SMHL) by Australia's Industry Super Funds, SMHL became ME Bank in 1999.

Initially founded to offer access home loan products, ME Bank today focuses on providing a range of low cost banking products including home loans, term deposits, and transaction accounts for individuals and businesses.

ME is owned by 30 industry super funds, including AustralianSuper, HESTA, Hostplus and Cbus.

### 01. Challenge

ME Bank's existing voice solution (UC & CC) had been built primarily using Cisco Version 8.0 components that have reached end of life and ran out of extended support in April 2015.

The UC & CC systems had reached capacity and was unable to support additional users.

ME Bank was unable to leverage new features and functionality on the Cisco Version 8 platform which did not meet ME Bank's needs.

### 02. Solution

The primary objective of the solution was to upgrade the UC & CC solution before extended support expired.

ME Bank required the new solution to support the existing functions as well as provide a platform that could be scaled to meet ME Bank's future business needs.

Able to leverage new functionality should as Voice Biometrics and Omni-channels.

### 03. Results

New platform allowed increased capacity and stability.

ME Bank was able to move to a Byte Managed Service which allowed them to reduce its overall cost of ownership.

Ability to kick-off new initiatives to enhance their UC & CC capability.

1300 298 348  
byte.com.au

#### Melbourne

Level 9, 479 St Kilda Road,  
Melbourne VIC 3004,  
Australia

#### Canberra

Level 1, The Realm,  
18 National Circuit, Barton,  
ACT 2600, Australia

#### Sydney

Level 36, 1 Macquarie Place,  
Circular Quay, Sydney,  
NSW 2000, Australia