

For CommBank, customers are the heart of what they do.
With Telstra, they can deliver seamless experiences in smarter, more innovative ways.



The challenge

CommBank is always looking to leverage technology to improve customer experience.

Together with Ericsson, we explored how we could bring 5G to banking to:

- Deliver next-level immersive and personalised customer experiences
- Increase accessibility to banking services for all
- Reduce IT infrastructure
- Enable employees to work and collaborate more seamlessly



The solution

Leveraging the high speed, high capacity, and low latency capabilities of 5G, we explored and trialled the development of edge computing to enable a range of use cases for CommBank.

'Edge clouds' spread across distributed locations would enable the creation, collection, analysis and processing of data on the edge of the network.

This helps conserve bandwidth, reduces the time it takes for the data to travel, and could also improve transaction security.



The outcome

5G with edge computing will create more ways for financial institutions to interact with customers.

Some of the benefits we've explored include:

- Reduced IT infrastructure costs and simplified on-premise hardware in branches
- Enable new immersive in-branch experiences with AI / AR, made possible by 5G
- Flexibility to quickly deploy pop-up branches leveraging 5G connectivity
- Connect regional customers with remote experts.
- Improve employee collaboration through seamless connectivity to secure applications
- Improve network and data security by standardising authentications



We're excited to be working with Telstra and Ericsson to test and learn on 5G and edge computing. These technologies have significant potential to enhance the availability, stability and performance of our network infrastructure and we hope they can help us provide quicker and better digital experiences for our customers.

Mark Vudrag

Executive General Manager,
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Contact your Telstra account representative for more details: 1300 Telstra (1300 835 787)

CommonwealthBank



A 5G collaboration to give CommBank an extra Edge