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SUNCORP GROUP INVESTOR DAY TECHNOLOGY, CULTURE AND INNOVATION RE-DEFINING BUSINESS

Suncorp will today host its annual Investor Day at the Group's technology headquarters in Sydney.

The presentation material is attached and the Investor Day event will be webcast from 8.20am at www.suncorpgroup.com.au. Suncorp shareholders are encouraged to download the iPad application "Suncorp IR" for the presentation, news, updates and share price movements.

Suncorp Group Chief Executive Officer Patrick Snowball said Investor Day is an opportunity to demonstrate how the Group harnessed technology and culture to re-define how business was done.

"A culture of innovation is enabling us to maximise the value of the Group's strategic assets, key among them being our nine million customers who are seeking the expertise and support of an integrated banking, general insurance and life insurance Group," he said.

"The convergence of technology, culture and innovation has underpinned the delivery of smart environments to better enable our workforce and is re-defining how we interact with customers, shareholders and the broader community."

Suncorp Business Services has been integral to the development of an agile, innovation culture and in turn, the successful delivery of the Building Blocks and Simplification programs under the Group's 'One Company. Many Brands' strategy.

This model has delivered:

- A Building Blocks program of work providing \$235 million in annualised savings from the consolidation of claims processes, pricing engines, employment arrangements, data and financial systems; and
- Simplification projects that are on track to deliver \$225 million in savings in FY15 and \$265 million in savings in FY16.

The results are evidenced in the Group's stable cost base and improved returns for shareholders.

Mr Snowball said the Group would substantially complete the Simplification program in FY15 and deliver major programs through to FY16 including the new banking platform, real estate consolidation, finance reporting optimisation, procurement simplification and the critical Business Intelligence project.

Suncorp Group this year launched its Business Intelligence program bringing together a 850-strong team of data analysts, modellers and technology specialists from across the business into a world-class shared services function, Suncorp Business Services.

"Business Intelligence is founded on simplification. It brings all of our data together in one place and provides real time insights as a source of competitive advantage. This represents a single source of truth that combines all customer, operational and financial data in one store," he said.

"We're using technology and a culture to mine the wealth of data at the centre of the Group's operations. It's enhancing business decision making, improving our response to market dynamics and enabling delivery of new and innovative banking, insurance and life products and services to nine million Group customers."

Suncorp Business Services CEO Jeff Smith said the formation of a leading shared services centre underpinned these programs of work.

“These are large change programs founded on a culture of innovation using the principles of Lean and Agile which embed strong project management and ‘way of working’ principles.”

Mr Smith said duplication and inefficiency could weigh heavily in a top-15 company with legacy acquisitions.

“We tackled the integration of Promina in earnest back in late 2010. That created a template for a whole new way of seeing business change and led to the creation of world-class shared services,” he said.

“The Suncorp Business Services model is based on talent and culture, backed up by the execution of leading practices, which can be applied to any shared service or line of business. Instead of bolting on new tools wherever a need is perceived, we now use the same systems and processes across the Group to consolidate, automate and transform.

“We work with Suncorp’s businesses to aggregate non-unique services and infrastructure to achieve scale advantages, lower risk and leverage talent and specialist skills. Our role is to simplify, differentiate and execute for the Group.”

Mr Smith said the use of expert partners was a fundamental of innovative companies.

“No company can efficiently and productively carry the expertise it needs inhouse. You’re only as good as the company you keep and we’ve chosen leading partners to improve all facets of our business and help us manage the risks,” he said.

“That particularly applies with the Group’s move to cloud technology where a range of world-leading providers are helping us change the way Suncorp builds and deploys applications. Cloud is lowering hardware costs and reducing risk by spreading workloads and building more resilient, scalable applications.

“This allows us to innovate faster and gives us a powerful point of differentiation.”

Suncorp Investor Day will be webcast live between 8.20am-10.00am and 11.00pm-1.00pm at www.suncorpgroup.com.au. A recording of the webcast will be available later in the day.

Ends

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