

Telstra keeps Suncorp connected with new mobility contract

10 May 2010 – Suncorp today announced it had signed a three-year contract with Telstra to deliver all of its mobile voice and mobile data services.

Under the agreement, Telstra will reinstate its long-standing relationship with the financial services group to provide an extensive portfolio of hardware devices to Suncorp employees and refresh the entire range of wireless data cards that run on the world-class Telstra Next G™ network.

The deal includes the deployment of smart phones and Turbo Elite modems that deliver a faster mobile broadband service over the Telstra Next G™ network – Australia's largest and fastest national mobile broadband network.

Suncorp's Group Executive for Business Technology, Jeff Smith said the decision to continue Telstra's services was based on the robustness, speed, reliability and performance of the Telstra Next G™ network.

"After an extensive evaluation of all the available providers and market offerings, Telstra was able to demonstrate that it understood Suncorp's unique and geographically diverse service delivery model, both from a customer and employee perspective," Mr Smith said.

"As a service-based organisation, responsiveness regardless of geographical location is critical. The Telstra offering gives us the breadth of coverage, reliability and technological advancement we require to remain competitive and continue to deliver high levels of customer service, whether our employees are in the office or on the road."

Telstra Enterprise and Government Executive Director for National and Strategic Accounts Mr Paul McManus said the solutions provided to Suncorp would enable the Group to further improve its customer service standards and realise significant improvements in productivity at an individual, work group and organisation level.

"By leveraging the Telstra Next G™ network, Suncorp is able to increase executive mobility, productivity, accessibility and responsiveness across a diverse geographical spectrum.

"This, in turn, translates to increased agility and speed to market, enabling the team to meet and exceed its customers' expectations," Mr McManus said.

Suncorp is one of Australia's largest general insurers and a top 25 listed company. It provides a range of general and life insurance, as well as banking, products directly to customers through an extensive branch and agency network, call centre operations, on line facilities, and through intermediaries and corporate partners across Australia and New Zealand.