

Suncorp delivers reliable financial services with a multicloud approach



Software and services

Red Hat® OpenShift®
Service on AWS

Microsoft Azure
Red Hat OpenShift

Red Hat Advanced Cluster
Security for Kubernetes

Red Hat Consulting

Existing Red Hat products

Red Hat JBoss® Enterprise
Application Platform

Australian financial services provider Suncorp Group sought to replace its on-premise datacenter infrastructure with a multicloud approach to meet ever-changing customer demand with digital services. By adopting Red Hat OpenShift Service on AWS and Microsoft Azure Red Hat OpenShift, jointly managed container platforms from Red Hat and hyperscale public cloud partners, Suncorp can support higher demand for digital claim services. Standardizing on Red Hat OpenShift has also helped Suncorp scale to its choice of cloud solutions to support unique workload and security needs. Now, rather than complex management tasks, the financial services provider can focus on offering new, innovative services that meet ever-evolving customer needs.



Financial services

13,500 employees
(Australia and New Zealand)

Benefits

- ▶ Improved scalability to support increased demand for digital services
- ▶ Optimized application performance with multicloud approach to meet unique workload needs
- ▶ Reduced management burden, including faster procurement
- ▶ Improved platform security and regulatory compliance

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Executive General Manager,
IT Infrastructure,
Suncorp Group

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Supporting growing demand for engaging digital experiences

Suncorp, one of Australia’s leading financial service providers, has prioritized the delivery of personalized, digital-first customer experiences. To stay competitive in the price-sensitive insurance market, Suncorp must quickly build and launch these experiences to its customers—while maintaining strict compliance with security and regulatory requirements.

Its customer pricing engine helps Suncorp’s contact center teams communicate effectively about policy premiums and risk to current and potential customers. This tool ensures Suncorp prices products competitively and in line with its risk appetite. To support increasing demand for digital interactions from customers through its pricing engine and other business applications, Suncorp sought to replace its existing on-premise infrastructure with a reliable, multicloud development platform that could speed development of new applications and scale at lower cost.

“Our mission to bring almost all applications and services to the cloud is crucial to ensuring our insurance and banking businesses continue to deliver amazing customer experiences,” said Pizzato.

Expanding enterprise open source benefits to public cloud

Building on decades-long success with Red Hat platform technologies, Suncorp’s IT Infrastructure team decided to adopt jointly managed and supported by Red Hat and hyperscale partners: Red Hat OpenShift Service on AWS (Amazon Web Services) and Microsoft Azure Red Hat OpenShift. These platforms combine the massive scalability of AWS and Azure public clouds with enterprise Kubernetes container technology to support developer productivity, application stability, and robust security as demands evolve.

To expand the security capabilities built into these platforms, Suncorp also adopted Red Hat Advanced Cluster Security for Kubernetes, a Kubernetes-native approach that supports built-in security across the entire software development life cycle of cloud-native applications.

“We are big supporters of open source software,” said Charles Pizzato, Executive General Manager, IT Infrastructure, Suncorp Group. “Red Hat OpenShift delivers the benefits of powerful Kubernetes technology wrapped in enterprise services. This combination kickstart the software development lifecycle with standardized, secure containers, ultimately reducing time to value.”

Suncorp’s developers and security teams worked closely with Red Hat Consulting during and after deployment to apply best practices for the service provider’s new technology.

“Red Hat’s consulting services team helped us minimize the time to value from these critical new platforms while maximizing the value we could achieve,” said Pizzato. “It’s been a true collaboration that has delivered great results.”

Delivering mobile-friendly, timely services with Red Hat OpenShift on AWS and Azure

Improved scalability to support digital claim growth

Over the last decade, Suncorp has seen a significant increase in online claims. During natural disasters, such as flooding or bushfires, Suncorp’s customers often can only access information and services through mobile devices—and the overall volume of claims rapidly increases during these times. Access to Azure and AWS public cloud resources helps Suncorp quickly scale system capacity to accommodate changes in demand more easily than with its previous traditional, on-premise datacenter approach.

“Each claim has specific nuances, but our goal is always to respond quickly to get our customers the guidance and help they need,” said Pizzato. “Part of providing that rapid response is making sure our systems stay available, even in the face of higher demand. With OpenShift Service on AWS and Azure Red Hat OpenShift, we can build and deploy applications that are essentially infinitely scalable.”

Optimized application performance with multicloud approach

Through a multicloud approach, Suncorp’s developers can use Red Hat OpenShift to create an application once, then deploy or move to the optimal cloud service—whether AWS, Azure, or a different solution—based on performance needs, geographical location, and security and compliance requirements.

“Despite having the option to deploy to different clouds, we’ve seen less platform sprawl and lower development costs,” said Pizzato. “Having a choice of clouds also helps us achieve the best possible performance for both back-end and customer-facing systems and applications.”

Reduced management burden to speed development

By standardizing on Red Hat OpenShift, administrative tasks—such as purchasing hardware, installing operating systems and platforms, and performing security hardening—that are not eliminated by the shift to a cloud-based approach are faster. For example, procurement of new infrastructure and platforms now takes hours, rather than weeks or months.

“The entire development and deployment process is vastly simpler now,” said Pizzato. “We can deliver new solutions to the business and our customers faster than ever.”

Improved platform security and regulatory compliance

With the banking and insurance sectors under continual scrutiny by regulators, innovating safely and in compliance is critical to Suncorp’s ongoing success. Standardizing on Red Hat’s security-hardened platform technology helps Suncorp meet these strict requirements.

“We deal with people’s money and protecting what matters to them through our insurance products. We’re a highly regulated organization,” said Pizzato. “With Red Hat OpenShift and Red Hat Enterprise Linux, we can provide our developers with a ready-to-use platform that integrates in a predictable way with other Suncorp services, so they don’t have to worry about the back-end security and management.”

Continuing to meet changing business demand with digital services

Suncorp plans to continue working closely with Red Hat to serve its customers and attract new business. For example, the service provider is evaluating how Red Hat OpenShift Service on AWS and Azure Red Hat OpenShift could support migration of its remaining on-premise datacenters to the cloud for greater flexibility and scale.

“Red Hat plays a very important role for Suncorp, providing the technology we need to create engaging products and services, deploy them quickly, stay compliant with regulations, and meet high demand with access to the leading hyperscalers, ensuring the best possible outcomes for our insurance and banking business,” said Pizzato.

About Suncorp Group Limited

Suncorp Group offers insurance and banking products and services through some of Australia and New Zealand's most recognisable brands. With a heritage dating back to 1902, we have grown to become an ASX-listed company with more than 13,000 people and approximately \$106 billion in assets. Suncorp Group comprises three core businesses, each empowered to deliver for their customers. Following a comprehensive strategic review, on 18 July 2022, we announced a share sale and purchase agreement with Australia and New Zealand Banking Group Limited (ANZ), to sell our banking business. The transaction is subject to a range of regulatory and government approvals. The targeted timeframe for completion is the second half of the calendar year 2023. Until this time we will continue to own and run the Bank. suncorpgroup.com.au



About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? [Learn more.](#)



About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. [A trusted adviser to the Fortune 500](#), Red Hat provides [award-winning](#) support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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