



ANZ Bengaluru
Where Big Things Happen

ANZ

To shape a world where people and communities thrive.

About ANZ

ANZ has a proud heritage of more than 186 years. It provides banking & financial products and services to around 8.5 million retail and business customers. Since 1835, ANZ has been building a better bank, increasingly enabling its customers to thrive.

Employing around 39,000 people worldwide, ANZ operates in 32 markets globally with representation in Australia, New Zealand, Asia Pacific, America, and the Middle East. ANZ is one of the top ten largest listed companies in Australia (by market capitalisation), one of the four major banks in Australia (by total assets), the largest bank in New Zealand (by total assets), and among the top 50 banks in the world.

Our expertise, products, and services make us a bank while our people, purpose, values, and culture make us ANZ. We strive to create a balanced, sustainable society in which everyone can take part and build a better life.

We bring our purpose to life through our strategy - to improve the financial wellbeing and sustainability of our customers, by providing connected, relevant, and efficient services, tools, & insights directly and in partnership with others.

In India, ANZ has its branches in Mumbai, Gurugram and Bengaluru. The ANZ network is supported by its technology, operations & shared service centres located in Bengaluru, Manila, and Chengdu.

Our Purpose and Strategy at ANZ

Our purpose is to shape a world where people and communities thrive. It explains 'why' we exist and drives everything we do at ANZ, including the choices we make each day about those we serve and how we operate. We bring our purpose to life through our strategy - to improve the financial wellbeing and sustainability of customers by delivering excellent service, tools, and insights.

ANZ India

ANZ has been in India, initially through its acquisition of Grindlays Bank, and today it has its branches in Mumbai, Gurugram, and Bengaluru.

ANZ India offers a full range of institutional banking services including the Indian Rupee and foreign currency services, working capital and term-financing, transaction banking, foreign exchange and interest rate solutions, and deposits and advisory services.

The major engine of growth in the region, India remains an integral part of ANZ's strategy in combating big challenges in Asia.

With its in-depth local knowledge and global expertise, ANZ India also gives its clients the access to ANZ's extensive capabilities in natural resources, agriculture, and infrastructure to help them harness the growing trade and investment opportunities across Asia Pacific and support their domestic requirements.



ANZ Bengaluru. Where Big Things Happen.

The Major Engine of Growth for the Bank

ANZ Bengaluru is critical to the delivery of ANZ's operations and strategy. Well established in Bengaluru, we are the **largest Banking Operations and Technology Capability Centre of ANZ outside Australia** with more than 7,500 full-time employees.

Making it Big with Superior Customer Experience

We provide banking operations services like Retail, Commercial and Institutional banking, Trade Finance, and Technology. We also specialise in the areas of Economic Research, Risk Analytics, Client Insights, and Credit Decisioning.

Our big ambitions have reaped bigger results as we are the early adopters of Business Automation, Machine Learning, and Integration for delivering better customer outcomes.

ANZ Bengaluru drives the transformation initiatives of the Bank. It is widely known for its culture of Growth Mindset, Always Learning, Driving Innovation, and leveraging Agile practices.

Serving our customers across Australia, New Zealand, Asia Pacific, Europe, and America, we pride ourselves in the fact that our centre is a highly valued part of the Bank.

Big on Culture

Our culture fosters an environment that allows employees to thrive.

Our people reflect our culture. We ensure a warm and inclusive culture that empowers our people to strike a balance between life and work. This enables them to evolve and build a great future.

We have highly motivated and passionate employees who work as a team to create opportunities, deliver what matters, and succeed together.

We offer challenging, interesting, and complex work that matters.

We believe in 'speak-up' culture, valuing differences of opinion and constructive debates.

Along the way, we do not forget to celebrate our success at ANZ Bengaluru.

Making it Big with Tech

At ANZ, we create value in technology, data, and risk management by providing a great customer experience through our flexible, digital-ready infrastructure with systems and processes that are less complex, error-proof, and more secure.

The ANZ Bengaluru Technology Team leverages emerging technologies with a thriving team of architects, designers, engineers, and data scientists.



Big on Building Leaders of Tomorrow

Leadership sets the tone for an organisation, and we believe in empowering our aspiring leaders through mentoring & coaching programs and by creating a positive and collaborative environment.

22.3%
of women
are in leadership
roles

34.3%
of women are
in management
roles

Big on Learning

We help our people build the capabilities they need to deliver at present, transform the Bank, and become future ready.

We help employees advance their career trajectory by developing their skills, and broadening their experience by providing opportunities to grow or move laterally with all the support, tools, and resources required.

Big on Innovation

We believe that innovation through responsible use of technology is foundational to providing customers with a digitally connected experience.

Keeping pace with the digital innovations allows us to offer our customers reliable and convenient products and services in a rapidly changing market.



Big on Employee Wellbeing

We control and mitigate physical, mental, psychological and physiological health issues in workplace, thus providing a healthy workplace for all.

Through passion, care, and technical expertise, we design, implement, and manage a range of wellbeing initiatives and programs across ANZ Bengaluru.



Employee wellbeing initiative - Yoga session in progress

Big on Supporting Our Communities to Thrive

At ANZ Bengaluru, we focus on Environmental Sustainability, Education, and Health care.

We help people get on top of their money through our MoneyMinded programs. MoneyMinded is ANZ's flagship adult financial education program that helps create awareness among community on being more financially literate.

The beneficiaries have been ANZ employees, People with Disability, the Transgender community, university students, and participants from the Karnataka State Police Training School to name a few.



Reconstructing Government Schools in Bengaluru with state-of-the-art infrastructure

Big on Inclusion

We want to achieve a workforce that reflects the diversity of our customers and the communities we operate in.

We empower our people to work in an environment that celebrates individuality and uniqueness.



Celebrating diversity through our Stride with Pride Program

ANZ is committed towards building a community where every single person is valued, heard, respected, empowered, and feels a real sense of belonging. It believes that different backgrounds, perspectives, and life experiences help forge strong connections with customers, help us innovate, and make better decisions for their business.

Our Big Milestones

Everything Big starts with something small yet meaningful.



Start of the journey:

Started as a small set up to provide technology support to the Bank from Bengaluru, a city rich with technology and IT talent. ANZ was the 1st Australian bank to provide offshore technology services to Bengaluru resulting in significant productivity gains.

Re-invigorated outsourcing & automation:

We started delivering full-fledged Banking operations and services to ensure outstanding customer experience. Our focus on skill, knowledge, and talent development, soon created a talented workforce of over 5000 employees.



Cutting-edge tech solutions:

Emerged as an innovation centre for the Bank by deploying solutions in emerging technologies like RPA, ML, AI, and Cloud. The resilience of ANZ Bengaluru helped the Bank continue to deliver uninterrupted customer service even during the pandemic.

The strategic capability centre:

Emerged as the centre with second largest workforce for the Bank outside of Australia. We are aligned with ANZ Tech-strategy and provide capabilities and support to the Bank by building flexible digital banking platforms, partnering to unlock new value, working on intelligent automation, and simplifying integrations.



**At ANZ Bengaluru,
employees feel empowered.
They evolve, grow, and belong
to a warm culture!**




Big on Values & Behaviours

Our values shape how we deliver our purpose-led strategy. They are the foundation of 'how' we work and that helps us strengthen our stakeholder relationships and earn the community's trust.




Our values:

-  Integrity
-  Collaboration
-  Accountability
-  Respect
-  Excellence

Our Behaviours:

-  **Create Opportunities**
We search for ideas that inspire, understand the real problems, and create solutions.
-  **Deliver What Matters**
We execute well on the things that matter the most and let go of the things that don't!
-  **Succeed Together**
We work together with people inside and outside ANZ to get amazing stuff done.

Connect with us

-  [linkedin.com/showcase/ANZ-Bengaluru-Service-Centre/](https://www.linkedin.com/showcase/ANZ-Bengaluru-Service-Centre/)
-  writetous@anz.com
-  [anz.com](https://www.anz.com)

