News Release

For Release: 17 November 2026

ANZ completes major cloud data transformation, strengthening data foundations to improve customer experiences

ANZ has completed the migration of one of its largest data platforms to Amazon Web Services (AWS), establishing a modern, scalable foundation to support the bank's growing use of data, analytics and AI.

The new cloud-based platform strengthens ANZ's ability to manage and protect customer information through enhanced security controls through a modern cloud architecture.

The Enterprise Big Data platform, which supports services across payments, business banking and customer remediation, was migrated from an on-premises environment to Amazon EMR, a managed cluster platform that simplifies running big data frameworks. The transformation moved 1.7 petabytes of data, equivalent to more than 340 million smartphone photos, across 300 million files, 142,000 tables, 4,500 automated data workflows and 4,000 views.

The migration was completed in six months instead of an anticipated 18 months using AI-assisted engineering to help analyse, convert, test and optimise workloads. Engineers used a troubleshooting AI assistant powered by Amazon Bedrock to identify and fix performance bottlenecks using the chatbot, without needing to manually comb through code and configurations saving time.

By applying agentic AI across discovery and migration activities, ANZ reduced migration effort by an estimated 35 per cent compared with traditional approaches and reduced defects and rework by approximately 50 per cent through testing and validation.

The new platform provides greater scalability and resilience while unlocking new opportunities to improve customer and employee experiences.

ANZ Group Chief Information Officer Donald Patra said: "This transformation strengthens our technology foundations to make banking better and simpler for our customers. It also demonstrates how AI-assisted engineering can accelerate complex delivery while maintaining a disciplined focus on security, resilience and quality.”

A standout feature of the program was how ANZ and AWS Professional Services engineers used AI to accelerate delivery and improve outcomes.

The solution processed data at approximately seven times faster than an initial alternative approach, has already tokenised almost 80 terabytes of data and reduced operating costs from more than US$10,000 per day to less than US$3,000 per month.

ANZ Chief Data and AI Officer Kai Yang said: "Data is the foundation of modern banking and increasingly the foundation of AI. As we explore new ways to use data and analytics to improve customer and employee experiences, having modern, scalable and secure infrastructure is critical.

"This transformation modernises one of ANZ's most important data platforms and provides a stronger foundation for future innovation. It gives us greater flexibility to scale and simplify our technology environment and accelerate the development of new data and capabilities over time.

"Completing a program of this scale in six months demonstrates what can be achieved when technology, people and AI-assisted engineering come together behind a shared goal."

AWS Managing Director for Australia and New Zealand, Chris Casey said: "Migrating a major banking data platform while it continues to serve customers in real time is one of the most complex undertakings in financial services. Completing a migration of this scale in six months reflects the trust and world-class delivery capability of AWS Professional Services, AWS Partners, and the team at ANZ.

"It’s great to see ANZ using agentic AI to handle time-consuming processes that previously took months, giving the teams more time to focus on the complex work that needed expertise and human judgement."

The migration is a key milestone in ANZ's 2030 Strategy, simplifying the bank's technology estate, modernising critical data infrastructure and establishing the foundation to enable data and AI at scale.

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