



Australia Post Delivers A Secure Digital Workspace

Australia Post is fundamental to Australia's economy as an essential community service. On an average day, it delivers more than two million packages. The organisation directly employs 35,000 people across its integrated delivery, logistics, retail, and eCommerce network but has an extended workforce of 70,000. These include contractors, subcontractors, licensees, and delivery partners.

Australia Post is completely self-funded and facilitates 82 percent of Australia's eCommerce. In 2019, it sent 3.3 billion items to 11.9 million delivery points across Australia and over 190 countries across the world. While its business has expanded into financial and identity services, its traditional postal services remain at its core.

Business needs

- To increase digitalisation and self-service, Australia Post needed to overcome significant legacy issues and complexity. Its goal was to foster innovation by enabling a mobile channel and empower its workforce with mobile technology that in turn helps to serve customers.
- Australia Post needed to support a range of BYOD devices and flexible working initiatives, while reducing operating costs.
- There was a need to improve the management of Australia Post's device fleet across its corporate, retail, processing, and delivery environments while also ensuring that its information would be secure, regardless of the device being used.



Impact

- The introduction of VMware Workspace ONE® in May 2019 enabled Australia Post employees to securely access corporate resources from a variety of BYOD devices. The consolidation of device management into a strategic platform has also reduced operational costs.
- With better visibility of devices Australia Post has improved its security compliance.
- The deployment of VMware Carbon Black Cloud™ in July 2019 provided Australia Post with advanced, cloud-based endpoint protection, securing data, enabling quicker responses to incidents, and ensuring end-user devices are always protected.
- By August, 5,000 corporate owned devices had been moved to the platform, enabling users to have secure access to corporate resources.
- The deployment has accelerated Australia Post's digitalisation journey, helping to streamline the way mobile technology is provisioned. This, coupled with self-service capability, means employees will be more productive using mobile technology.
- With up to 80 percent higher parcel volumes during the pandemic, Australia Post asked staff to help with deliveries. BYOD devices were enrolled onto the Workspace ONE platform, enabling personal phones to become scanners via the delivery app.
- In its 2019-20 financial year, Australia Post's ability to meet increased customer demand contributed to it recording A\$7.5b in revenue and staff were given a [A\\$600 'thank you' payment](#) for their efforts during the pandemic.

INDUSTRY

Government and Retail

HEADQUARTERS

Melbourne, Victoria, Australia

“We have nearly 5,000 devices managed by Workspace ONE. We can use a simplified and unified security policy for all of them and push out new applications or policies pretty quickly. For the first time, we're able to secure BYOD devices which significantly enhances our security posture.”

CHRISTINA CHU
ENTERPRISE ENABLEMENT
GENERAL MANAGER,
AUSTRALIA POST

STRATEGIC IT PRIORITIES



Modern Management



Workspace Security



Employee Experience

VMWARE FOOTPRINT

VMware Workspace ONE® Enterprise
VMware Carbon Black Cloud™
VMware vSphere®



@AusPost digital
transformation with
#VMware technology

