

Transforming the banking sector in Australia

“Deploying Vantaset has given us the tools to challenge ourselves in ways we never could before to the extent we’re now seen as the bank that’s transforming the sector for Australians”

Glen Aiton, Chief Operating Officer

2018 was a challenging year for Australia’s banking sector with the majority of banks experiencing a decline across all key metrics. In stark contrast, UBank was enjoying massive improvements in customer growth and satisfaction, staff engagement, and organisational productivity.

After a decade of trading, UBank was looking for ways to drive growth and opportunity. After appointing a new CEO, they rolled out Vantaset’s transformation programme to help them create the change they needed to realise their new found aspiration of becoming Australia’s most referred brand.

Programme Impact/Benefits:

- 45% increase in staff engagement
- 400% increase in productivity
- 40% increase in total customers
- 1600% in new customer signings per month
- Introduction of world’s first digital human in home loans
- World’s first green TD for retail customers



“I knew the introduction of Vantaset would make a difference to each and every one of us; to drive change, drive performance, drive growth, and drive opportunity. Deploying it has been the key to the transformation of our business.”

Lee Hatton, Chief Executive Officer, 2015 - 2020

In 2019 and 2020, UBank was voted one of the top 25 Best Places to Work Awards in Australia, the first bank to make the top 100 list.

VANTASET

If you’re ready to take your organisation to the next level, Vantaset is the answer.

To find out more, call us on [+64 9 522 9409](tel:+6495229409) or visit our website www.vantaset.com/business

Priorities Aligned | Potential Unlocked | Results Transformed