## Byte Case Study
# ME Bank

ME Bank is a national bank based in Melbourne. Founded in 1994 as Super Member Home Loans (SMHL) by Australia's Industry Super Funds, SMHL became ME Bank in 1999.

Initially founded to offer access home loan products, ME Bank today focuses on providing a range of low cost banking products including home loans, term deposits, and transaction accounts for individuals and businesses.

ME is owned by 30 industry super funds, including AustralianSuper, HESTA, Hostplus and Cbus.

| 01. Challenge | 02. Solution | 03. Results |
|---|---|---|
| ME Bank's existing voice solution (UC & CC) had been built primarily using Cisco Version 8.0 components that have reached end of life and ran out of extended support in April 2015. | The primary objective of the solution was to upgrade the UC & CC solution before extended support expired. | New platform allowed increased capacity and stability. |
| The UC & CC systems had reached capacity and was unable to support additional users. | ME Bank required the new solution to support the existing functions as well as provide a platform that could be scaled to meet ME Bank's future business needs. | ME Bank was able to move to a Byte Managed Service which allowed them to reduce its overall cost of ownership. |
| ME Bank was unable to leverage new features and functionality on the Cisco Version 8 platform which did not meet ME Bank's needs. | Able to leverage new functionality should as Voice Biometrics and Omni-channels. | Ability to kick-off new initiatives to enhance their UC & CC capability. |

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