



Suncorp transforms work, employee, and customer experiences with Copilot+ PCs

CUSTOMER

Suncorp Group

INDUSTRY

Financial Services/Insurance

SIZE

10,000+ employees

COUNTRY

Australia and New Zealand

PRODUCTS AND SERVICES

Windows 11
Microsoft 365
Microsoft 365 Copilot
Microsoft Intune
Copilot+ PCs

[Read the full story and watch video](#)



“With Copilot+ PCs, we’re positioned to serve our customers and be the leading insurer in Australia and New Zealand, with AI as a key pillar of our architecture.”

Peter Williams, Principal Architect for End User Platforms

SITUATION

Suncorp Group, one of Australia’s largest financial services companies, manages a diverse workforce across multiple regions. Legacy systems slowed deployment, increased costs, and limited flexibility. As hybrid work expanded, the company needed modern, secure devices and simpler management for a distributed workforce.

SOLUTION

Suncorp modernized its workplace with Windows 11 and Copilot+ PCs, managed through Microsoft Intune to simplify provisioning and strengthen security across hybrid work. Microsoft 365 and Copilot give employees faster access to information, improved search, and AI-powered tools that support efficient workflows and consistent productivity from any location.

IMPACT

Suncorp now delivers a secure, consistent hybrid work experience powered by Windows 11 and AI-driven insights. Device setup time dropped by 30 percent, freeing IT to focus on innovation. Employees collaborate seamlessly and use built-in AI tools to streamline tasks, analyze data, and serve customers faster. The result: stronger protection, greater productivity, and a culture ready to innovate.