



PRESS RELEASE

Lloyds Banking Group and Microsoft form partnership to accelerate bank's digital transformation strategy

Lloyds Banking Group (LBG) today announced a strategic partnership with Microsoft focused on accelerating the Group's digital transformation. As part of the Group's commitment to invest £3 billion in technology, the new service will provide a modern digital workplace for all Lloyds Banking Group employees.

The new partnership includes the development of Microsoft Managed Desktop (MMD) offering productivity tools within Office 365, the robust security capability of Windows10 and an advanced device solution to support evergreen currency management.

The Group has worked with Microsoft since 2017 to build, test, and evaluate the scale, security, and agility requirements for Microsoft Managed Desktop. The roll out across the entire business, makes it the world's largest financial services firm to deploy this technology. This is supplemented by the Group's use of Microsoft Azure to increase business agility, scalability on demand and provide a more enhanced customer offering.

"We are delighted to support this new agreement with Microsoft which will not only deliver great support for our colleagues ensuring that we continue to transform our ways of working but also help improve operational resilience across the Group," says **Jen Tippin**, Group People & Productivity Director, Lloyds Banking Group.

John Chambers, Group Chief Information Officer, Lloyds Banking Group: "As part of our digital transformation we're creating a modern digital workplace and I am really excited about the impact of this new technology. A core principle of Microsoft Managed Desktop is the idea that an evolved approach can give colleagues fantastic experiences on workplace devices that stay current and secure with Microsoft 365. We are confident that prioritising a modern and enjoyable workspace will significantly improve our colleague experience."

"Becoming a truly digital organisation requires both technical and cultural transformation, which is why we believe close collaboration with our customers to understand their unique challenges and determine the best possible solution is critical," says **Cindy Rose**, CEO, Microsoft UK. "Using the Microsoft cloud, employees can have the confidence that they have the best tools at hand to deliver an exceptional customer experience and we look forward to continuing our work to ensure Lloyds Banking Group maintains its position as a truly world-class digital bank."

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Lloyds Banking Group is the largest digital bank in the UK, with around 16 million customers actively managing their account online and nine million on mobile. We are investing £3bn during the next phase of our strategy, with a strong focus on technology and people.

The transformation of the Group is linked to our purpose of helping Britain prosper, and we will demonstrate our expertise as the UK's largest digital bank through our brands.

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