



TELSTRA
CONSULTING SERVICES

Working with you to realise your business goals through ICT.

Key benefits

- Understand your ICT environment and the way forward
- Leverage our resources to support ICT decision-making at CXO and board level
- Enable your strategic vision
- Improve the way your people work together with your customers
- Improve your organisational efficiency and productivity
- Reduce ICT complexity, cost and risk
- Maximise your return on investment
- Enhance your competitive advantage

Information Communication Technology (ICT) is an important part of any business strategy and a critical communications enabler. It can improve interactions with your customers, partners and the community and define how work is done internally. ICT directly impacts profitability and long-term competitiveness by making your organisation more efficient and productive and by enhancing customer interactions. At the same time, it can help reduce your operating costs and environmental footprint.

Telstra Consulting Services can help you build an ICT roadmap aligned with your evolving business strategies and ICT investment goals. Telstra Consulting Services can:

- Help you drive strategic objectives such as growth, productivity, cost efficiency, sustainability and risk management
- Explore opportunities to extract greater value from your ICT investment
- Meet specific business or industry needs
- Identify ICT factors that will either assist or constrain your business expectations
- Develop recommendations tailored to achieve strategic and tactical outcomes

Telstra Consulting Services work across multiple domains, delivering advanced, fit for purpose recommendations that meet your current and future business needs. Our recommendations are product and vendor agnostic and we work closely with you to develop tailored solutions. Our clients include some of the largest enterprise and government organisations in Australia.

Telstra consultants have a high level of expertise and experience across diverse industries. They bring deep understanding of ICT interdependencies, across various technical domains and organisational boundaries, leading to effective, economical solutions. Our consultants also have access to industry specialists, ensuring our recommendations leverage the latest technologies available to meet your specific needs.

How can Telstra help?

Using a structured problem solving process and leveraging our experience with current technologies, we provide a range of consulting services including:

- Technology Strategy Consulting
- Optimisation Consulting
- Integration Consulting
- Health, Readiness and Risk Assessments

Our recommendations, targeted to address your specific issues and opportunities, give you the right information to make key decisions about ICT investments, helping you realise your business objectives. Telstra Consulting also provides service offerings in Architecture Consulting and Business Continuity Management.



When should you engage us?

When your organisation is experiencing substantial change, the way forward is unclear, or when a coordinated, cross-domain approach is required. Some examples might include:

- Mergers and acquisitions
- A period of substantial growth
- A major systems overhaul
- Issues with security, continuity or risk
- Advances in technology
- Customer service issues
- Changes to the business model or market strategy
- As a response to competitive pressure

A structured methodology

Our consultants use international best practice standards and follow a structured methodology with a focused problem solving process. We work closely with you and your people, leveraging the knowledge and experience within your current ICT environment, as well as sharing and discussing our findings as they evolve.

Targeted services

Telstra can provide consulting services across your whole ICT environment, or focus on particular business issues or needs. Alternatively we can target one or more solution domains, such as Secure Intelligent Networks, Network Computing Services (Cloud Services), Unified Communications or Mobility. Examples of Telstra Consulting Services include:

Technology Strategy Consulting

Telstra consultants deliver comprehensive ICT strategies to enable your business objectives in the most efficient and cost-effective way. Telstra Consulting Services can:

- Review an existing ICT strategy
- Develop a custom ICT strategy for an entire organisation or business unit
- Develop a strategic response to address a specific issue

Key benefits include helping you achieve enhanced competitive advantage, innovation enablement, improved efficiency and productivity, lower ICT complexity and risk, as well as reduced operational costs.

Optimisation Consulting

Telstra can assess the impact and performance of your current environment based on business function, and identify opportunities for improvement. Your organisation can then maximise its ICT investment and improve the efficiency and effectiveness of communications.

Key benefits include introducing new time or cost-saving technologies, extending the lifespan of existing technologies, redesigning work processes to better utilise ICT, maximising return on ICT investment, and competing more effectively.

Integration Consulting

Telstra Consulting can work with you to assess the impact of a potential acquisition or integration and develop a roadmap to optimise the ICT outcome for your organisation. Alternately, Telstra Consulting Services can review your existing integrated environment, or a current or recent integration, to assess whether additional performance or functionality could be achieved.

This activity supports effective ICT technology integration to deliver the performance, flexibility and seamless communication your organisation needs to remain competitive.

Key outcomes include comparing the relative benefits and order of integrating different components, determining the most appropriate integration approach, effective integration to meet your performance requirements, identifying and mitigating risk, plus improving your return on investment.

Health, Readiness and Risk Assessments

A health assessment provides a clear understanding of the current state of your ICT environment and its ability to support current and future business requirements. A readiness assessment is focused on an ICT environment's capacity to undergo a potential integration. A risk assessment focuses on specific aspects of ICT security and business risk as required.

Key benefits include assessment of your ICT environment's capacity to effectively adopt new technologies and how these technologies could be deployed. This includes analysing your ICT environment's capacity to meet current and future business needs, comparing the results of specific ICT projects with expected benefits, and understanding as well as being able to more actively manage issues around your ICT risk.

Why Telstra Consulting?

- A balance between business focus and technology focus
- A single source of expertise from strategy development to implementation
- Thought leadership through Telstra's deep telecommunications and technology knowledge
- Technical leadership that leverages our world-class expertise
- Flexibility to undertake projects of differing size and complexity
- Minimise risk through Telstra's skill and real-world experience

Why Telstra?

Only Telstra has brought together a unique combination of accredited experts, scalable infrastructure, best practice methodologies, world-leading networks and highly secure facilities, with proven experience across a diverse range of customers. This means we can provide the peace of mind that comes with freeing your organisation from the risk, responsibility and capital costs of managing your own network solution, helping you enjoy the agility to rapidly seize new opportunities in a changing world.

FOR MORE INFORMATION,
PLEASE CONTACT YOUR **TELSTRA**
ACCOUNT EXECUTIVE
VISIT **TELSTRA.COM/ENTERPRISE**
CALL **1300 TELSTRA (1300 835 787)**

