



IT'S HOW  
WE CONNECT



# FUTURE WAYS OF WORKING (FWoW®) STRATEGY AND ROADMAP SERVICE

As competitive demands become ever more challenging – your organisation may need to rethink, redefine, re-inspire and realise new ways of working. FWoW® is all about creating a new more flexible and collaborative work ethos and environment. However, sometimes it can be difficult to see a clear path forward. Furthermore, with rapidly evolving technologies – there may be innovative ways of moving your business forward. Perhaps in ways you had not even considered. Our expert team can provide the guidance you need to navigate these uncharted waters. 'Fresh eyes' can be an enormous help in evaluating your core business goals.

## How we can help

The FWoW Strategy and Roadmap Service can provide a critical overview of the way towards powerful business transformation. The three-module structure creates a framework for generating material and cultural change across people, workplace and technology. It is ideal for any organisation looking to materially and culturally change their way of working. You will see tangible results, including improved staff satisfaction and positive business outcomes. The framework is independent of any specific technology platforms.

## Key benefits

- Maximum leveraging of your existing investments
- Optimised alignment of your people, workplace and technology
- Creation of an overarching strategy, and a single integrated roadmap
- Development of metrics which will help you define success, with realistic timelines

## Engagement process

DISCOVER	ASSESS	ANALYSE	RECOMMEND
What you do	What we do	What you get	
<p>Identify your participating personnel and define their roles – including members of Senior Management, Human Resources, leaders of Business Units, and relevant Analysts and/or Architects.</p> <p>Ensure your relevant staff members are available to provide any information we need.</p>	<p>We tailor three modules precisely to your needs:</p> <p><b>1. FWoW® Discovery</b> Through careful consultation with your key stakeholders, we'll establish the high-level opportunities, goals and scenarios that your organisation can achieve through FWoW®.</p> <p><b>2. FWoW® Strategy</b> Bringing your workforce, workplace and technology considerations together, to establish the best strategic approach.</p> <p><b>3. FWoW® Roadmap</b> Defines a high level order of events, priorities, risks – and if required, a high-level business case for delivery of your FWoW®.</p>	<ul style="list-style-type: none"> <li>• Our team's approach will depend entirely upon your requirements.</li> <li>• We can cover everything from your opportunities to leverage Activity Based Working – right through to significant technology, people and cultural changes.</li> <li>• A comprehensive blueprint that captures the aspirations of your leadership team; and your unique alignment of People, Workplace and Technology.</li> <li>• Timelines for both execution and measurement of the benefits.</li> </ul>	

## Collaboration services and more

We focus on measurable outcomes and business process enhancements, and can offer you the most complete range of end-to-end lifecycle User Collaboration services, including:

- Design and Resourcing
- Assessment
- Strategy and Planning
- Deployment & Integration

This industry-leading range is just part of a much bigger picture. We can also help you across a broad portfolio of consulting services, covering multiple aligned domains. These include Cloud, Networks, Security and many others. Our team will take into consideration your business strategy, and your wider technology environment. Telstra offers you the best of all worlds – highly skilled people, Contact Centres and a rich portfolio of services, delivered on our world-class mobile and fixed networks.

Telstra delivers end-to-end value			
<p>As a leading service provider, we're ideally positioned to meet your end-to-end ICT requirements –through access to skilled professionals, cutting-edge capabilities and proven methodologies.</p> <p>No wonder we provide our cross-domain experience and ICT solutions to 200 of the top 500 global companies</p>			
Experience	Specialised	Best practice	End-to-end
<p><b>Consulting Services</b> We have over 900 people, Australia-wide.</p> <p>Our consultants are qualified with all major certifications and accreditations.</p> <ul style="list-style-type: none"> <li>• You get the very best help in understanding, managing and reducing business risk.</li> </ul>	<p><b>Professional Services</b> We design and deploy solutions across multiple technologies.</p> <p>We give you optimal outcomes to support your strategic business.</p> <ul style="list-style-type: none"> <li>• Expert guidance and technical design to ensure fit for purpose solutions are built to meet the business need.</li> </ul>	<p><b>Project Services</b> All work is aligned with major quality and performance standards.</p> <p>We'll ensure you get ICT project planning using best practice methodologies, governance and processes.</p> <ul style="list-style-type: none"> <li>• Your projects are delivered on time, and on budget.</li> </ul>	<p><b>Integration and Managed Services</b> You'll get peace of mind from start to finish.</p> <p>We make sure that both simple and complex services will be truly integrated from end-to-end.</p> <ul style="list-style-type: none"> <li>• You get the best chance of achieving true business transformation.</li> </ul>

For more information on our Global Services visit  
[telstra.com.au/business-enterprise/solutions/consulting-services](https://telstra.com.au/business-enterprise/solutions/consulting-services)

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