

# TELSTRA GLOBAL SERVICES PRACTICES

Taking business into a brilliantly connected future

## OUR VALUE

### Together, we define the future

Telstra's Practices bring together our consultants with our technology experts and best-in-breed vendors, to deliver optimal solutions for the needs of each customer. We focus on measurable outcomes and business process enhancements and provide expert advice across the service delivery lifecycle, from strategy and design through to transition, operation and continual improvement.

## OUR SERVICES

Our Practice teams help customers address their individual business challenges by delivering business and technology consulting, professional services and best practice program and project management. We also offer a range of optimisation and managed services that allow customers to leverage our highly skilled people and our investment in advanced technologies and tools as if they were their own. Additionally, we develop new and innovative service offerings through our Centres of Excellence.

## OUR REACH

Telstra Global Services includes 5,000 professionals operating in 23 major cities globally delivering up to \$3 billion in revenue annually. Underpinning this team are our Practices, made up of over 1,400 business and technology experts delivering between 2,500 and 3,000 customer projects on any given day, from single domain integrations to complex transition and transformation projects, across multiple technologies and geographies.

## OUR APPROACH

### CONSULTING AND PROFESSIONAL SERVICES



#### STRATEGY

Discover need  
Develop vision



#### DESIGN

Architectural innovation



#### PROJECT MANAGEMENT

Low risk, compliant  
and seamless delivery



#### TRANSITION

New capability  
Minimal business impact

### MANAGED SERVICES



#### OPERATE

Maximise operations  
and ROI











#### IMPROVE

Ongoing revision  
and reinvention




IT'S HOW  
WE CONNECT

SERVICES	CAPABILITY		TECHNOLOGY	
 <b>INTEGRATED SERVICES</b>	<p>180+ integrated service experts, including business technology consultants, business analysts, innovation and engagement managers, service portfolio managers, architects, program and project managers.</p>	<p><b>Provide expert advice on:</b></p> <ul style="list-style-type: none"> <li>• ICT / Digital / Innovation strategy, design and execution Maturity and readiness assessments</li> <li>• ICT and business alignment</li> <li>• Service Management</li> <li>• Service Integration</li> <li>• Governance and Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• ITSM/ITIL Aligned Service Management</li> <li>• Single Point of Contact Service Desk</li> <li>• IT Financial/Business Management</li> <li>• Digital Transformation</li> </ul>	<p><b>Credentials</b></p> <ul style="list-style-type: none"> <li>• TOGAF certified Enterprise Architects</li> <li>• ITIL accredited Masters/Experts</li> </ul>
 <b>INDUSTRY SOLUTIONS</b>	<p><b>Provide industry-leading advice and professional services</b> that leverages ICT to help customers achieve optimised performance and disrupt traditional business models, by solving <b>industry-specific requirements</b>, such as:</p> <ul style="list-style-type: none"> <li>• Transformation using digital technology – on mobile, cloud, media and application platforms</li> <li>• Fully managed industry solutions which maximise customer operational efficiencies and ROI</li> </ul>	<p>Competitive and differentiated offerings across industries, such as: Smart Networks services in Utilities, Dedicated 4G spectrum for private and public network communications, Digital Media and Marketing enablers for Retail, Hospitality, Entertainment and Venues, Big Data analytics services enabling industry customers to turn business data into actionable insights, and Operational Technology and Communication Infrastructure in Oil, Mining and Gas</p>	<ul style="list-style-type: none"> <li>• Platform for transaction-based applications, including EFTPOS</li> <li>• LANES (LTE Advanced Network for Emergency/Enterprise Services) – dedicated 4G spectrum for critical communications</li> <li>• Integrated, multi-vendor venue digitisation and customer engagement solutions with proven digital media providers such as Cisco, Ooyala, Mandoe Media and Origin Digital</li> </ul>	<ul style="list-style-type: none"> <li>• Telstra's Monitoring and Control Platform, which combines existing network assets into one resilient and secure solution</li> </ul>
 <b>NETWORK SERVICES</b>	<p>200+ network engineers, 50+ enterprise level architects, 300+ service delivery and 100+ project management staff</p> <p><b>Provide expert advice on:</b></p> <ul style="list-style-type: none"> <li>• Best-in-breed technologies, aligned with customer business drivers</li> </ul>	<ul style="list-style-type: none"> <li>• Execute complex infrastructure projects according to schedule and quality expectations</li> <li>• Help customers enhance business resilience through network, cloud and Wi-Fi solutions</li> </ul>	<ul style="list-style-type: none"> <li>• LAN/WAN and SDN/NFV solutions, as well as Application Delivery technologies</li> <li>• Enterprise Wireless LAN and Mobile networking solutions</li> <li>• Traditional and software-defined Data Centre networking solutions</li> <li>• Private and public XaaS solutions (IaaS, PaaS, SaaS)</li> <li>• API driven Automation and Orchestration technologies</li> </ul>	<p><b>Credentials</b></p> <p>Telstra strategic partner, Cisco and:</p> <ul style="list-style-type: none"> <li>• Arista</li> <li>• F5</li> <li>• Gigamon</li> <li>• Infoblox</li> <li>• Juniper</li> <li>• Riverbed</li> <li>• VMware</li> </ul>
 <b>SECURITY SERVICES</b>	<p>125+ security experts, including security consultants, architects, designers and security specialists</p> <p><b>Provide expert advice on:</b></p> <ul style="list-style-type: none"> <li>• Security, Strategy and Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Security, Governance and Compliance</li> <li>• Penetration and Vulnerability</li> <li>• Identity and Access Management</li> <li>• Security Project Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Cloud Security Services</li> <li>• Mobility and End Point Security</li> <li>• Network Security – Next Generation Firewalls</li> <li>• Security Intelligence and Analytics</li> </ul> <p><b>Credentials</b></p> <p>Telstra strategic partner, Cisco and:</p> <ul style="list-style-type: none"> <li>• Blue Coat</li> </ul>	<ul style="list-style-type: none"> <li>• Checkpoint</li> <li>• F5</li> <li>• FireEye/Mandiant</li> <li>• Imperva</li> <li>• Microsoft</li> <li>• Palo Alto</li> <li>• Qualys</li> <li>• Splunk</li> </ul>
 <b>COLLABORATION &amp; CUSTOMER CONTACT SERVICES</b>	<p>300+ collaboration and customer engagement experts, including consultants, architects, project managers, technical engineers and domain specialists</p>	<p><b>Provide expert guidance on:</b></p> <ul style="list-style-type: none"> <li>• Strategy, execution, unified communications and contact centre solution measurement and improvement, delivered through the lens of <b>behaviour, technology and space</b></li> </ul>	<ul style="list-style-type: none"> <li>• Cloud-based Collaboration and Business Productivity services</li> <li>• Contact Centre solutions</li> <li>• Collaboration and Unified Communications solutions</li> <li>• Audio Visual Integration and Video Conferencing</li> <li>• Business Productivity &amp; Workplace Optimisation solutions, including Future Ways of Working and Enterprise Social and Messaging</li> <li>• Knowledge Management</li> <li>• Development and Integration</li> </ul>	<ul style="list-style-type: none"> <li>• Portal and User Experience design</li> <li>• Customer engagement and experience design</li> </ul> <p><b>Credentials</b></p> <p>Telstra strategic partners Cisco, Genesys and Microsoft, and:</p> <ul style="list-style-type: none"> <li>• Avaya</li> <li>• Polycom</li> <li>• ShoreTel</li> <li>• Verint</li> </ul>
 <b>CLOUD SERVICES</b>	<p><b>Provide expert advice across public, private and hybrid cloud options</b> to help reduce complexity of choice, make cloud easier to consume and arrive at a cloud strategy that delivers measurable business benefits.</p> <p>We leverage a range of direct capability and partners across the leading Cloud-based platforms, enabling customers to maximise the benefits of Cloud sooner inclusive of:</p>	<ul style="list-style-type: none"> <li>• Strategy, roadmap and advisory services</li> <li>• Technical architecture, development and integration</li> <li>• Robust standardised delivery methodologies to ensure a consistent customer experience</li> <li>• Predefined scope and pricing to ensure price certainty</li> <li>• Tailored engagements to define and deliver business outcomes</li> </ul>	<p>Telstra strategic partner Microsoft, and:</p> <ul style="list-style-type: none"> <li>• VMware vCloud Air</li> <li>• IBM Softlayer</li> <li>• Cisco Cloud Services</li> <li>• Telstra Cloud Infrastructure</li> <li>• Amazon</li> </ul>	
 <b>ENTERPRISE MOBILITY SERVICES</b>	<p><b>Provide expert advice on:</b></p> <ul style="list-style-type: none"> <li>• Enterprise mobility strategy planning</li> <li>• Design and deployment of mobile solutions to improve customer engagement, streamline work practices and deliver better services</li> <li>• BYOD</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile fleet management including device management</li> <li>• Enterprise mobile apps and platforms</li> <li>• M2M solutions</li> <li>• Development and integration</li> </ul>	<ul style="list-style-type: none"> <li>• Next G, 3G WCDMA, 4GX, 4G LTE</li> <li>• Kony, ArisApp, Canvas, Docusign, Box</li> <li>• Whispir, Telstra Integrated Messaging (TIM)</li> </ul>	<ul style="list-style-type: none"> <li>• Navman wireless GPS fleet management, Securatrak GPS tracking, Sendum asset tracker solutions</li> </ul>
 <b>PROJECT MANAGEMENT SERVICES</b>	<p><b>Provide expert Project Practitioners</b>, including program management, business analysis and project management, across all phases of the project lifecycle inclusive of:</p> <ul style="list-style-type: none"> <li>• Requirements development</li> <li>• Architectural alignment</li> </ul>	<ul style="list-style-type: none"> <li>• Design management</li> <li>• Implementation management</li> <li>• Testing</li> <li>• Transition to normal operations</li> </ul>	<p>A consistent project management experience via:</p> <ul style="list-style-type: none"> <li>• A combination of skills, experience and disciplined methodology with the appropriate level of governance based on complexity</li> <li>• Ability to scope and deliver projects ranging from \$10K to over \$100M, on time and on budget</li> </ul>	<ul style="list-style-type: none"> <li>• A proven track record managing highly complex transformation and transition activities</li> </ul> <p><b>Credentials</b></p> <ul style="list-style-type: none"> <li>• 400+ Project Practitioners</li> <li>• Global PMI accreditation and local AIPM certification</li> </ul>

# SUCCESS STORIES

Telstra Global Services Practices work on between 2,500-3,000 customer projects daily, from simple integrations to complex transformations, spanning multiple technology domains and geographies. Below are a few examples of our customer success stories:

INDUSTRY	COMPANY DESCRIPTION	CUSTOMER CHALLENGE	SEGMENT	CUSTOMER OUTCOMES
 RETAIL	<b>Diversified AU Property Group</b>	Develop a prioritised action plan for their digital ecosystem	Integrated Services	<ul style="list-style-type: none"> <li>A business innovation roadmap for Content and Digital Media</li> <li>Analytics to transform data into insights</li> </ul>
 TRANSPORT & LOGISTICS	<b>Integrated AU travel company with interests across ANZ, US and Asia</b>	Create a strategy for their 500-seat distributed Contact Centre and for Collaboration, across a very complex business	Collaboration Services	<ul style="list-style-type: none"> <li>Strategy and Business Case</li> <li>Roadmap to upgrade existing Contact Centre environment</li> </ul>
 MANUFACTURING	<b>Leading AU provider of supply chain, packaging and recycling solutions</b>	Build a branch consolidation and centralisation strategy for 20 domestic and international sites	Network Services	<ul style="list-style-type: none"> <li>Integrated branch centralisation solution, leveraging Riverbed WAN and storage optimisation technologies</li> </ul>
 MEDIA	<b>AU entertainment group</b>	Enable the business to make strategic decisions based on business analytics	Network Services	<ul style="list-style-type: none"> <li>Splunk big data platform for searching, reporting and analysing company data</li> </ul>
 FINANCIAL SERVICES	<b>Financial advisory services provider</b>	Develop a strategy to enhance their Contact Centre and Collaboration platforms	Collaboration Services	<ul style="list-style-type: none"> <li>Strategy for Contact Centre solution and associated enterprise technologies</li> </ul>
 GOVERNMENT	<b>Department to improve the wellbeing of all Australians</b>	To understand and optimise their technology investments and to reduce costs	Integrated Services	<ul style="list-style-type: none"> <li>Established Technology Business Management Office</li> <li>Strategic alignment through service and project portfolio management</li> <li>A single holistic catalogue, focused on the end user</li> </ul>
 EDUCATION	<b>Queensland-based college</b>	Effective collaboration between the College and 15,000 students, facilitate student enrolments and assist in marketing to potential students	Collaboration Services	<ul style="list-style-type: none"> <li>Better educational outcomes for students</li> <li>Enhanced Contact Centre operation</li> <li>Improved collaboration between teachers and students at all levels</li> </ul>
 MINING	<b>Modern AU Mining Company</b>	To migrate customer Data Centre from legacy IaaS to an optimised platform and remove risk associated with a non-supported environment	Cloud Services	<ul style="list-style-type: none"> <li>Met business and ICT (applications) requirements in a platform which provides the customer increased value and scalability</li> </ul>
 BANKING	<b>Large Australian Bank</b>	The Bank's ICT service provisioning for critical applications fails to meet business expectations	Security and Network Services	<ul style="list-style-type: none"> <li>Balanced the Bank's business expectations with their security requirements</li> <li>Delivered four strategic consulting engagements to co-create an ICT Provisioning Environment and Roadmap for the Bank's Digital Future</li> </ul>
 NOT FOR PROFIT	<b>AU global aid NGO</b>	To develop a transformative collaboration strategy that links directly to the needs of the organisation	Collaboration Services	<ul style="list-style-type: none"> <li>Delivery of a strategy roadmap that transforms the journey their customers experience when engaging with them</li> </ul>

# OUR STRENGTHS

1 EXPERTISE	2 ECOSYSTEM OF PARTNERS AND INVESTMENTS	3 BEST PRACTICE	4 SECURE CONNECTIVITY	5 GLOBAL REACH
Telstra's Practices include 1,500+ experts, supported by a deep pool of consultants and technology specialists across all disciplines.	We've made significant investments in strategic technology partnerships and acquisitions to help our customers access best-in-class solutions.	We use internationally recognised methodologies to reduce our customers' deployment and project risk, including:	We integrate our customers' solutions into some of the largest, most advanced and secure networks in the world.	We help our customers take on the world through world-class networks and infrastructure; 2/3 of the world's surface is in reach of our satellite services.
<ul style="list-style-type: none"> <li>• 180+ ITILv3 accredited people</li> <li>• 500+ Cisco certified staff</li> <li>• 30+ Design professionals</li> <li>• 130+ Certified practicing engineers</li> <li>• 240+ Security operational staff</li> <li>• 60+ Security consultants</li> <li>• 50+ Technology and product security engineers</li> <li>• 175+ Microsoft certified professionals</li> </ul>	<p><b>Strategic investments</b></p> <ul style="list-style-type: none"> <li>• Bridge Point Communications</li> <li>• Kloud</li> <li>• O2 Networks</li> <li>• NSC Group</li> <li>• Pacnet</li> </ul> <p><b>Key partners</b></p> <ul style="list-style-type: none"> <li>• Cisco Gold partner</li> <li>• Microsoft Gold partner</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management (PMP/PMBOK), AIPM and PRINCE2</li> <li>• The Open Group Architecture Framework (TOGAF)</li> <li>• (ISC)2 - The International Information Systems Security Certification Consortium</li> <li>• ITIL-aligned Service Management</li> <li>• PMBoK aligned Technology Delivery Process (TDP)</li> <li>• ISO9001/9002 Quality Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Monitored through our Network Operations Centres</li> <li>• Triple path redundancy</li> <li>• Fully integrated into the Telstra mobile network</li> <li>• ISO27001 certification for: <ul style="list-style-type: none"> <li>- IP solutions (IP WAN, IPMAN, IP Wireless, IP Gateway)</li> <li>- Global WAN IP VPN</li> <li>- Cloud IaaS platforms</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• More than 2,000 Points of Presence (PoPs) worldwide</li> <li>• International customer base spanning 23 major cities globally</li> <li>• A 24x7 multilingual Telstra Global Service Desk</li> </ul>

Contact your Telstra Account Executive

📞 1300 TELSTRA (1300 835 787)

🌐 [telstra.com/enterprise](http://telstra.com/enterprise)

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