



IT'S HOW
WE CONNECT



AUTOMATION ASSESSMENT SERVICE – UTILITIES

There is an increasing industry awareness about the ongoing convergence of information and communications technologies (ICT) with operations technologies (OT).

As part of this trend, your organisation may have started implementing a range of new technologies. However, there may still be limited visibility on productivity improvements areas that could be achieved by automating manual tasks and processes. To maximise the benefits of the existing investment or the investment associated with the roll out of new technologies, you may need guidance in your journey towards increased automation by better understanding where the automation improvement opportunities can be practically applied.

How we can help

Our expert team will help you identify ways to increase automation within your back office operational and administrative processes as well as your ICT & OT systems and processes. This service offers you guidelines and suggestions for productivity improvements. You'll receive a series of carefully tailored reports to guide you along the journey towards increased automation. The scope of this service is flexible, and you can choose one or more of several discrete components.

Key benefits

You'll gain an excellent overview of how you can benefit from increased automation, including:

- current and future requirements for automated systems and processes
- opportunities for automating of your field work, and how innovative technologies can help
- ideal ways to converge your ICT & OT, and how to minimise any interruptions
- details of any required updates and patches for your network assets.

Engagement process


DISCOVER	ASSESS	ANALYSE	RECOMMEND
What you need	What we do	What you get	What you do
<ul style="list-style-type: none"> Comprehensive information about increased automation and the value it can provide to your operations. An assessment of how innovative technologies can enable automated field work and maintenance. Guidance in automating your internal business processes and back office functions. 	<p>Our expert team can provide the following services individually, or as a systematic four-step approach.</p> <ol style="list-style-type: none"> 1. Process automation workshop Helping your stakeholders understand key areas that need process automation. 2. Field and predictive maintenance optimisation service An analysis of how your fieldwork can be streamlined, optimised and automated. 3. Productivity and automation improvement service Identifies areas of multiple repetitive, rules-based processes that would be suitable for automation and productivity improvement. 4. Patch management assessment service We'll assess your networked assets to ensure they've been updated with any required patches. 	<p>You'll receive a comprehensive report for each of the four steps, as follows.</p> <ol style="list-style-type: none"> 1. Automation workshop report The areas of your business that can be automated in order to save time, reduce costs and minimise risk. Includes ways to automate manual tasks and processes. 2. Field and predictive maintenance report An outline of how your fieldwork can benefit from automation, including a high-level cost analysis. 3. Automation improvement report Some of the ways your rules-based processes can benefit from automation. 4. Patch assessment report A guide to which of your network assets needs updating (patches can be implanted through our separate Design service). 	<p>To get the best results from this service, you'll need to:</p> <ul style="list-style-type: none"> provide us with all the required information (such as but not limited to: any existing design documents and as-built documents, topologies, and requirements), which is assumed to be up-to-date and valid for your current environment grant us privileged access to your environment, either by providing us with an appropriate administrator account, or continuous access to staff with such accounts ensure your relevant personnel are available to provide information, and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.

Utilities professional services and more


This is one of a series of specialised services that we have created to help you maximise your smart utility networks strategies and help you achieve greater operational efficiencies (eg by integrating new intelligent sensors/devices to your existing networks) and further cost savings.

We can assist in the identification, design, and transition to intelligent, resilient networks with near real time monitoring, control and analytics. Our Telstra consultants will assess current issues, make recommendations for best fit solutions, develop solution designs and can develop business cases for the implementation of the solution.


We offer a dedicated range of services for utilities, including:



Data and Analytics





Solution Design



Project Portfolio Mapping

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, Collaboration, Networking, 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 and a rich portfolio of services, delivered on our world-class mobile and fixed networks.

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