Telstra Advanced Services

Expert cloud assistance when you need it

Leverage our flexible and on-demand expertise to help you make the most of certain Telstra Cloud Services. No matter how you use your eligible Telstra Cloud Services, Advanced Services can give you access to cloud experts who will take care of your requirements, so you can focus on what matters most to your business.

Telstra Advanced Services is designed to support the most effective setup, configuration, maintenance and day-to-day management of your cloud environment(s).

You can have your ad-hoc technical requirements taken care of by experienced professionals. This can assist you to enjoy peace of mind, thanks to our extensive capability in hybrid and multi-cloud services.

Addressing your IT needs

Access experts to help you make the most of our innovative and adaptable cloud technologies to address your specific requirement

Help improve your cost-effeciency by not paying for the expertise in-house or large investments in purchasing support from cloud providers

Rely on our trusted advisors for on-demand support and advice, a single point of contact for your cloud requirements

Help gain more freedom to innovate because your team can focus on strategic initiatives, not technical issues

How we can help

On-demand technical expertise for customers requiring advice, escalation support or governance expertise. Partner with us to ensure you are leveraging best practice architectures and tools, and unlock the true optimised potential of your cloud.

Below are just some of the areas we can help you with, for a more extensive list of the services we offer please reach out to your Account Executive.

Network	Cloud				
Telstra Programmable Network	Compute	Cloud Networking	Storage	Security, Identity & Compliance	Cloud Optimisation
Network flow configuration and troubleshooting	Cloud instances setup and configuration	Virtual private network setup	Access policies configuration	Identity access management configuration	Cloud resource utilisation reporting
Topology design consultation	Application setup e.g. web server or proxy server	Network configuration	Amazon Web Services (AWS) Elastic Block Store (EBS) and Elastic File System (EFS) configuration	Roles and access configuration	Cost optimisation assessment reporting
Virtual Network Function (VNF) configuration	Customised launch/boot scripts setup	Network security configuration	Storing policies configuration	Security groups and rules configuration	Cloud optimisation recommendation and implementation support
Global exchange configuration	Application load balancer configuration	Domain Name Server (DNS) configuration	Amazon Web Services (AWS) storage gateway setup	Secure Sockets Layer (SSL)/Virtual Private Network (VPN) configuration	
Universal Customer Premises Equipment (CPE) configuration	Auto scaling configuration	Load balancer configuration	Microsoft Azure storage services setup	Multi-factor authentication configuration	

Cloud Advanced Services spans across the below solutions and services

Telstra Programmable Network	Amazon Web Services	Microsoft Azure	Cloud Gateway	Cloud Management Platform

Flexible and affordable

We'll give you access to expertise as you require it, so you only pay for the guidance you need. Simply purchase a flexible bundle of hours, which you can use over a 12-month period. We're here to help from 9am –8pm AEST via email.

Contact your Telstra account representative for more details.

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