

Optus Professional Services: Consultancy, Advisory, Technical

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Why Professional Services? Why now?

Now is probably the most challenging time ever for those all involved in technology or with responsibility for decision-making. Not only is there continuous pressure to do more with less, but we are also facing a period of unprecedented change with the advent of the Fourth Industrial Revolution and the rivers of data that are changing the way we all work, live, communicate and play.

At Optus, we are passionate about helping our enterprise customers create compelling experiences for their customers and employees, and bringing to life the spaces and things that make this possible.

The new digital age heralds an era of tremendous opportunity, but with this opportunity comes many risks: the risk to traditional platforms, business models and ways of doing things; the risk of innovation inertia; and the risk of not being positioned with the right strategies, solutions and resources for whatever the future may hold.

Disruption is constant and fast-paced, making it increasingly hard for IT leaders to keep abreast of change while also keeping the daily wheels turning.

At Optus, we get it. We get that many of our customers have a pressing need for cost-effective, flexible, expert and practical assistance across a range of technology challenges. Introducing Optus Professional Services...

Facing your challenges – together

At Optus, we recognise that no-one knows your business like you do. We also recognise that sometimes an expert set of eyes, a new approach, a fresh suite of skills or simply a partner to share the load can help turn the insurmountable into the achievable.

With Optus Professional Services, you'll be free to focus on your business, while we work beside you to solve your most pressing challenges.



**Digital
Transformation**



**Organisational
Change**



**Skills for now
and into future**



**Optimising your
spend or ROI**



**Delivering value
to business**

On time, on budget and on your terms

We know that you need to optimise your budget and that time is critical. That is why, unlike most other professional services providers, our people specialise in both fixed scope and consumption-based consultancy packages, to suit your business requirements.

We will partner with you to challenge and validate your strategy, and deliver insights and outcomes.

Benefits include:

- **Simplicity**
Our service bundles are flexible and delivered as-a-service so you get exactly what you need
- **Agility**
Responsive service and quick turnarounds deliver benefits to your business faster
- **Commercial flexibility**
Whether you prefer a fixed scope /price model or an as-a-service offering, we'll align our commercial model to your requirements
- **Enterprise-grade**
Our people are Tier 1 industry experts with deep experience in solving real-world problems across a wide range of industries.



How can we help you?

From platform assessments to insightful advice and hands-on technical help, our Professional Services are designed to help you maximise what you have today and get you where you want to be.

1. Productised Consulting Services

Understanding where you are now is the first step in understanding what you need to do to position your organisation strongly for the future. Our Professional Services team can conduct a detailed audit of your platform(s) of interest:

- Network
- Collaboration
- Wireless
- Data Centre.

This Optus Professional Services audit will provide you with a complete inventory of your infrastructure and services with recommendations and improvements aligned to your business objectives and technology best practices.

Knowledge transfer and comprehensive documentation are all part of our service.

2. Advisory Services

Leverage our consultants' Tier 1 expertise and knowledge of best practices to set your organisation on a new course for enhanced performance. Our consultants are available to advise you on a range of issues, with engagements lasting from as little as a few hours to multiple weeks, depending on what you want to achieve.

Common areas where our customers ask for help include:

- **Strategy and/or technology analysis** – Do we have the right approach, platform and tools?
- **Best practice recommendations** – Are we doing it the best way?
- **Independent reviews** – What do you think?
- **Troubleshooting and root cause analysis** – What can we improve?
- **Performance pain points** – Where are the obstacles? How can we remove them?

3. Technical Services

Lack of resources at critical times can have a very real impact on your ability to get things done. Our Technical Services give you the flexibility to augment your existing capabilities on an ad-hoc basis (Consultant-as-a-Service) or over a contracted term. Our national team will provide you with the skills you need to get the job done right, including:

- **Design**
 - High-level designs
 - Low-level (detailed) designs
 - Proof of Concepts (PoCs)
 - Documentation
 - Recommendations
- **Deployment and integration**
 - Staging and installation services
 - Configuration and integration
 - Testing
 - Handover and training
- **Support**
 - Support
 - Break fix
 - Incident response.

The people behind the promise

Our people pride themselves on delivering value to your organisation, whether you need advice on your strategy, your solutions, or some extra help with your ICT to-do list. You'll also enjoy access to Optus' extensive ecosystem of partners, all of which have been handpicked for their ability to drive real business outcomes.

Optus operates a national team of certified consultants, engineering and operational resources, giving you access to comprehensive expertise, coverage and responsiveness.



Give us a call



Find out how the Optus Professional Services team can help you solve your technology challenges, unlock the full business potential of today's digital innovations, and accelerate your business transformation. Contact your Optus account manager or call Optus Business on 1300 479 803.



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