



TELSTRA NEXT  
GENERATION SERVICES™

A suite of best practice services and applications to help you design, deliver and manage a world-leading network, maximise its value and increase your agility.

Are you looking to deploy cloud computing? Is your organisation moving to unified communications? Do you want to add new capabilities to a contact centre or establish a new one? Or are you looking to forge closer connections between your people, suppliers and customers?

### Introducing Telstra Next Generation Services™

To prepare for the future, organisations worldwide are embracing new network solutions like cloud computing, unified communications and contact centres, and in turn, new working practices that enable them to collaborate and connect in more ways.

### Applications portfolio

We offer a comprehensive suite of applications around the following areas:

- Unified Communications
- Security
- Mobility
- Networks
- Contact Centre
- Industry Solutions
- Network Computing

Telstra Next Generation Services™ brings you an unbeatable combination. We combine capable experts with extensive resources, best-in-class methodologies and scalable, secure infrastructure to design, build and manage your intelligent network solutions.

As your strategic business partner we understand your corporate goals and we have the insight, technology and expertise to deliver the right network foundation to support new ways of working. We have a proven track record for helping organisations across all industries – from finance to education – to transform business processes and practice, innovate and compete, while maximising the value of their network investments.

By working with Telstra you seamlessly connect and protect your most vital assets: people and information – all while outsourcing the risk and responsibility of your network transition.

### Reduce the risk of business transformation and ongoing management

We provide your organisation with a smooth, low-risk transition to a more responsive, productive and dynamic business environment and the ongoing management of your solution, including everything from day-to-day network operations to strategic planning and optimisation.

We have aligned our Service Management Framework to a number of industry standards, including Information Technology Infrastructure Library (ITIL), ISO 20000, and Prince2 and PMBoK project management. We monitor and manage your network 24/7 in accordance with agreed service levels. You can adjust your service levels to suit your business goals.

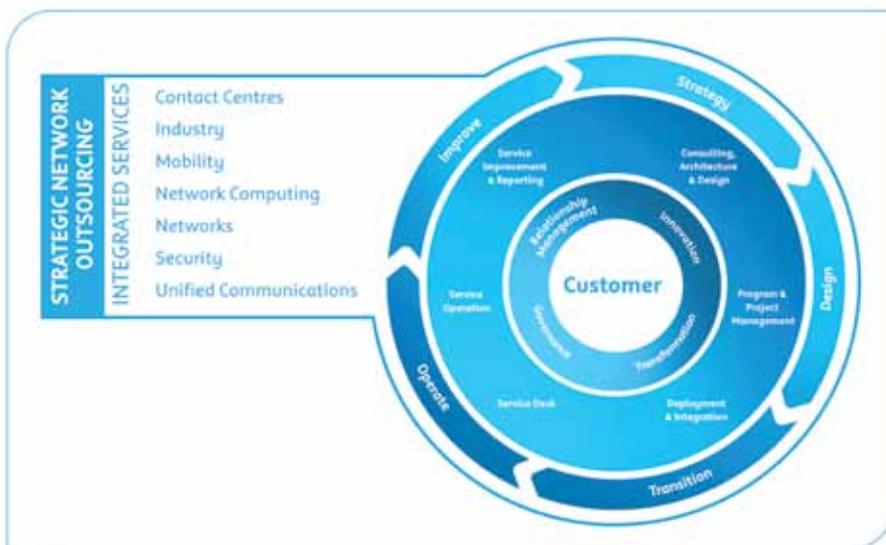


Figure 1 – Telstra Next Generation Services™ Applications and Services Portfolio



### Services portfolio

Telstra Next Generation Services™ offer a wide range of advanced customer engagement capabilities, all based upon best-in-class processes and tested solutions, to help you achieve your strategic business goals.

#### Consulting, Architecture and Design

We offer consulting capabilities to meet your specific business needs and outcome requirements – from developing strategic roadmaps through to detailed solution designs. This is crucial if you know what you'd like to achieve with your organisation's technology, but aren't sure how to get there.

#### Program and Project Management

Take advantage of Telstra's exemplary project engagement methodologies to help achieve your project goals on time, within budget and with less risk. We span the project life cycle – whether simple or extremely complex – from project scoping and definition right through to final delivery.

#### Deployment and Integration

To help ensure your solution performs at peak and that your migration is smooth, we provide integration across your network, your applications and the Telstra networks. This ensures your new technology blends seamlessly into – and enhances – your current environment.

#### Service Desk

Enjoy the peace of mind that comes from a 24/7 Service Desk offering a single point of contact that continually manages, maintains, restores and improves your service and fulfils your service requests.

#### Service Operations

Let us help maintain your networks, applications and services at peak performance through comprehensive daily technical support, maintenance, monitoring and management.

#### Service Improvement and Reporting

To guide your network planning, resourcing, investment and service improvement, Telstra offers dedicated, proactive technicians who use world-class performance tools. You will also enjoy comprehensive reporting on performance, activity and service utilisation.

#### Complete visibility and specialist expertise

With complete visibility into Telstra's networks and specialist expertise in virtually every discipline, including security, we can translate your business requirements into a robust and scalable solution and help you deliver it on time and to budget. Our team can help you plan, deploy and manage network infrastructure that includes a view of the future, giving you the flexibility to rapidly take advantage of new opportunities, compete more effectively and be better positioned to achieve future goals – all while minimising risk. Using our world-class tools, internationally recognised processes and history of proven deployments, our technical experts form one of the largest and most qualified team of network specialists in Australia.

#### Integrated service management

While transitioning your ICT environment to Telstra, we provide you with dedicated access to our

networks, our people, our tools, our service management methodologies and project management processes, but most importantly, we leave you in control. By selecting from a range of Service Level Agreements and negotiating with your Telstra Customer Management Team, we can ensure your service is attuned and accountable to your specific requirements. And our financial strength means we can also design flexible commercial models that align with your financial goals.

#### A superior network for your future

Telstra is in the unique position to enable these solutions, with the power of the Telstra Next IP™ network and the Next G™ network, creating Australia's largest fully integrated national IP network. It's a world-class communications platform that will help you realise the full potential of the next generation of network-centric solutions.

#### World-class facilities

Telstra boasts a worldwide network that's more available and secure, with the first Global Operations Centre of its scale, providing 24/7 visibility into activity across Telstra's networks. We provide continual proactive monitoring of your network through our world-class Managed Network Operations Centre (MNO), Global Operations Centre (GOC) and our ASIO T4 standard Security Operations Centre (SOC). Using advanced tools, the MNO can detect threats and prevent problems in your network often before they happen and respond rapidly to restore services in the event of disruption.

## Why Telstra?

Only Telstra can provide the peace of mind that comes with freeing your organisation from the risk, responsibility and capital costs of managing your own network solution, helping you enjoy the agility to rapidly seize new opportunities in a changing world.

Only Telstra has brought together this unique combination of accredited experts, scalable infrastructure, best practice methodologies, world-leading networks and highly secure facilities, with proven experience across a diverse range of customers. Only Telstra can bring these elements together.

Gain the leading edge and start your journey today.

Your Account Executive will work with you to plan the best technology roadmap for your organisation.

IF YOU HAVE ANY QUESTIONS,  
PLEASE CONTACT YOUR  
**TELSTRA ACCOUNT EXECUTIVE**  
VISIT [TELSTRA.COM/ENTERPRISE](http://TELSTRA.COM/ENTERPRISE)  
CALL **1300TELSTRA (1300 835 787)**

