



*Accelerate your capability*



[www.uxcconsulting.com.au](http://www.uxcconsulting.com.au)

## WHO IS UXC CONSULTING

Our team of over 250 people represent the combination of practices delivering:

- ✓ Best-of-breed ICT advisory services with deep domain expertise and thought-leadership
- ✓ Leading professional education and accreditation in IT Management, Project Management and Change Management for Australian organisations
- ✓ Highly experienced project delivery professionals to help you drive the very real outcomes you need
- ✓ Knowledge and insight based on authentic research regarding the local ICT industry and reflecting the needs of Australian business.

Our best-of-breed business units operate as an integrated team to provide a 'capability system' that works in accordance with your specific needs. We're your local experts providing a 'safe pair of hands' ready to help you and your organisation achieve serious business aspirations.

## REAL CHANGE, DRIVEN BY YOU

Engaging UXC Consulting means engaging real practitioners determined to deliver a result, not just a set of theories or a proprietary view of the world. We believe your consulting partner needs to provide:

- ✓ Independent advice based on transparent methods, authentic research, and non-proprietary frameworks
- ✓ Mentoring qualities to guide change in a positive way and take accountability for the outcomes
- ✓ An adaptable relationship ready to respond in real-time and ensure your investment remains relevant and aligned to actual business requirements
- ✓ Facilitation and training to accelerate the development of your organisation so your people build capability internally and remain in the driver's seat
- ✓ Specialist resources on demand to add capacity in times of radical change that can't be absorbed within your day-to-day operations or resource bandwidth
- ✓ Local ICT market research relating to the broad issues as well as those customised to your specific requirements.

## ADVISE AND DELIVER

Our approach to consulting is based on two key principles; behaving in a transparent manner throughout the relationship, and staying focused on the real business outcomes you need to deliver. You need to know you make more money with us, than without us.

Engaging UXC Consulting means engaging real practitioners capable of delivering real results. We take the time to understand your context, goals and challenges, and get to work on solving these very real issues. We work with you to understand the "whole system" of your business and ICT capability, and then collaborate with your team toward your goals.

You can measure our success by the long-term, value-based relationships we have built over the years with our highly valued clients.

# UXC Consulting

UXC Consulting is part of the largest Australian-owned ICT group in the region. Our consulting practices are aligned with the current and emerging needs of our clients.

Our business is built on highly experienced consultants delivering the broadest range of advice, implementation and education services available within the region. We combine local insight with the strength of scale as the major division of UXC, an ASX- listed public company with 2000 ICT professionals across Australasia.

## ADVISORY SERVICES

Our consulting unit blends advisory capabilities in business, IT management and technology, with an approach based on experience and leading industry practices. We can match the multinational alternatives based on our deep domain skills and insight into local industry sectors. Above all, we never forget that we are engaged to facilitate your change - and your outcomes.

## PROFESSIONAL SERVICES

Call on us when you need to implement change. In 2010, we provided over 10,000 days of project delivery effort in complex business and IT projects. Your team receives the benefit of this practical project management experience in PRINCE2, PMBoK and MSP. Our consultants have deep industry know-how, extensive organisational change capabilities, and can draw on support and knowledge from our advisory practice to help you deliver real business outcomes.

## EDUCATION AND TRAINING

Our education and talent development services help uplift the skills of your team for sustainable improvement in process, knowledge and delivery. We pride ourselves on the transfer of skills to your team so they become independently capable in the target areas that support your business goals.

We deliver training services across all practices, including IT management best practices, change management and project management

## RESEARCH AND BENCHMARKING

Make informed choices about the application of emerging technology trends, as well as understanding the performance of various vendors in terms of business and technology innovation. These research and benchmarking services are specifically targeted to the Australian ICT market and based on a rigorous technique akin to any of the global analyst organisations.

### Consulting

	Name	2009	Market Share (%)
1	IBM	336	11.0%
2	Accenture	265	8.7%
3	UXC	198	6.5%
4	Computer Sciences Corporation (CSC)	158	5.2%
5	PricewaterhouseCoopers	147	4.8%
6	KPMG International	121	4.0%
7	Ernst & Young	114	3.8%
8	Hewlett-Packard		

Gartner 2010

The leading business and ICT consulting organisation by responding to the changing needs of our clients and uplifting their capability to succeed.

## UXC CONSULTING PRACTICES

### Strategy & Architecture

ICT Strategy and Architecture are vital to ensuring value and control of your Business Technology investment plan. Our consultants will use well-honed techniques based on non-proprietary best practices to create strategic direction, architectural reference models, technology roadmaps and governance processes tuned to your business needs. We can also provide guidance across the lifecycle when it comes to developing new capabilities.

### Information Management

We can define the optimal management and technology solutions to resolve your challenges in information diversity, information overload, managing information as an asset, or regulatory compliance. We collaborate on improvement programmes to increase information management capability and maturity such that your business has the information and insight it needs to compete in times of rapid change

### Business Transformation

Every organisation goes through transformational change to create shareholder or stakeholder value.

These include M&A, change in strategic direction, regulatory changes, and market disruption. Our team works with your organisation to define the objectives, target state, risk management strategy, and the optimal Programme Plan to deliver your outcomes. We facilitate business case development, value management, and benefits realisation with your organisation to ensure value is delivered.

### Project, Portfolio and Programme Management

The need to improve the delivery of projects, programmes and portfolios of change has been recognised as a vital component of a modern organisation. To service this need, we have the expertise to advise, lead and review an extensive number of complex business and IT projects and programmes. You receive the benefit of practical and internationally accepted management disciplines, deep and trusted industry know-how, and extensive experience to help improve your capability to deliver real business outcomes.

### IT Service Management

IT Service Management is emerging as a strategic management discipline; a driver of value for your investments in IT services. You need insight into all aspects of IT management to view your IT services

as a portfolio and then develop people, process and tools capabilities to manage across their economic lifecycle. We work with you to define your Technology Service portfolio and ITSM capability requirements. We can underpin your change programmes with industry leading advice and proven intellectual property.

### Telecommunications Business Consulting

You can benefit from our national and international coverage across a range of strategic, business and technology consulting services in telecommunications carrier/regulatory sector and public safety communications sector. Our advice is supported by experience and expertise in a range of relevant technologies and market research.

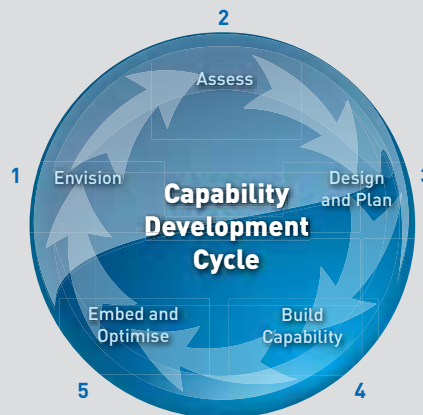
### Enterprise Communications

The effective application of communications technology and related applications is essential to ensure you maximise productivity. As communication rapidly evolves, we analyse the opportunities and advise you on how to capture the business value by developing strategies around the application of communication technology, ensuring the right architecture, sourcing model and management capabilities for your investment.

## TRANSFORMING YOUR ICT SERVICES CAPABILITY INTO A STRATEGIC BUSINESS ASSET

ICT Services represent a significant ongoing business investment. Optimising the value of this investment is an ongoing challenge for all businesses. UXC Consulting views ICT Services as a portfolio in a constant cycle of renewal in terms of people, processes, technologies and ICT suppliers. We have the skills and experience to facilitate optimisation across the lifecycle or indeed transformation of the ICT capability. Given our deep domain skills and industry knowledge, we are capable of delivering across the continuum of IT maturity, scale and complexity. Our services are experience driven, platform independent and are based on non-proprietary industry standards and best practices. We look forward to helping accelerate your ICT capability and helping you deliver the value your business demands.

### Capability Development Cycle



### Cloud

Fast becoming a mainstream sourcing option, Cloud based IT services represent a real option for improving the agility, cost effectiveness and responsiveness of your IT services portfolio. We work with clients to create the right Cloud adoption roadmap and IT management capabilities to manage both the risks and opportunities presented by this disruptive change. The pace of change in this market space means you need a partner who is focussed on the practicalities of the hybrid cloud delivery models that will dominate in the coming years.

### Mobility

The proliferation of end user computing devices including smartphones, tablets, thin clients and PC/Laptops creates both opportunity and complexity. Further, the consumerisation of technology drives increasing business expectations of “any app, any device, anywhere, anytime”. We can bridge the complexities and expectations to develop “mobility” as an extension of IT services that can be used to broaden business process reach and employee productivity.

#### 1 Envision

- Visioning workshops
- Market research
- Transformation objectives
- High level business cases

#### 2 Assess

- ICT Governance assessment (COBIT®)
- Process Maturity assessment (ITIL®, Agile, PRINCE2®)
- Information Management assessment (Mike2)
- Staff Skills assessment (SFIA)
- TCO review
- P3M3 assessment (OGC methods)
- Customer satisfaction survey
- Feasibility studies

#### 3 Design and Plan

- Business case preparation
- Roadmap workshops and preparation
- Design workshops
- Blueprint preparation
- Programme planning (PMP® or MSP®)
- Programme resources on demand
- Programme team training (PRINCE2®, MSP®, PMBoK®, Org Change BABoK®)
- PMO® Setup
- Solution specification
- Procurement and Supplier selection

#### 4 Build Capability

- Project delivery resources across the lifecycle
- Management of your change
- Programme Management & measuring
- Procurement Supplier Management
- Programme Assurance Health Checks
- Capability build projects
  - All blueprint areas
- Quality assurance

#### 5 Embed and Optimise

- Benefits realisation
- Coaching and mentoring
  - Process owners
  - Quality managers
  - Line managers
- 6 Sigma Lean training and coaching
- Assurance checks
  - All capability areas
- Technical performance review, audit and benchmarking

## THE STRONG AUSTRALASIAN ALTERNATIVE

As the largest Australian owned ICT services organisation, we represent a safe pair of hands for developing the ICT capabilities of your commercial or government organisation. Our team has a culture of being responsive, agile and able to deliver everything you would expect of the more traditional global vendors, with one more important element – a solid dose of local talent, insight, access, decision-making and accountability.



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Melbourne • Perth • Singapore • Sydney

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Email: [info@uxcconsulting.com.au](mailto:info@uxcconsulting.com.au)  
Website: [www.uxcconsulting.com.au](http://www.uxcconsulting.com.au)

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