



Unified Communication Services

CONSULTING & PROJECT DELIVERY

BROCHURE

Unified Communication Services

EXPERTS IN ICT CONSULTING & PROJECT DELIVERY

GQI Consulting provides a complete spectrum of Information and Communications Technology (ICT) advisory and project delivery services. We are a national company who can meet the needs of organizations based in Australia, South East Asia and the Pacific region. Our services are delivered by a team of highly competent and professional experts through the use of well-defined methodologies which guarantee that the advice and services we provide are excellent value for money and exceed your expectations. Through the use of industry best practice and senior consultants with years of experience, we are able to provide independent business focused advice and services which will identify and quantify business impacts, design the correct solution, model the outcomes and recommend the best procurement strategy.

Your communications are the key to your internal and external partnership to maintain efficient and effective business as well as exceptional customer relationships. Unified Communications (UC) includes a suite of communication capabilities including IP telephony, audio and video conferencing and location based routing that can substantially enhance your organization's internal and customer contact communications. In addition, technology and service trends enable these features to be deployed using cloud based technology which has the potential to provide new capabilities at substantially reduced total cost of ownership.

We can provide you with independent UC consulting, technical, architecture know how to integrate new technology with legacy systems, sourcing/procurement, and project management of delivery of new UC services. At GQI Consulting we translate your business needs into clear requirements to assist you in assessing opportunities for communication transformation, consolidation, designing, planning and transition of services.

OUR SERVICES

REVIEW, STRATEGY & PLANNING

We capture business, functional, non-functional and technical service requirements and document your existing environment to provide a 'target state' view of your needs. We conduct feasibility studies, project cost budgeting and supplier market capability to present you with your options and cost-analysis.

SOURCING & PROCUREMENT

We prepare all RFQ/RFP/RFT covering contractor scope of work, functional/non-functional requirements and technical requirements and pricing regime.

SUPPLIER DUE DILIGENCE

We conduct all your due diligence, including contractual reviews; technical and operations review and modeling across suppliers for best fit; and operation process integration capability and manuals development. We develop a unified communications solution to fit the needs of your business. We provide a set of comprehensive and accurate business requirements form the foundation. Our experience allows us to facilitate discussions across technical and business divisions, resulting in a set of business and technical requirements that accurately reflects the vision.

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CASE STUDY

LARGE UTILITY ORGANIZATION

The utility is a diversified energy business that manages an electricity and gas network with assets estimated at \$7 billion servicing more than 1.2 million customers in Australia. The utility employs almost 3,000 people who operate across 56 sites. The Utility wanted to develop a whole of business Unified Communications (UC) strategy and roadmap that made specific recommendations on the best way for the Utility to optimize its current and future investment in its telecommunications and data network for both operational and corporate needs.

THE SOLUTION

In this work, GQI Consulting reviewed all of the utility's telephony services, corporate and operational networks to develop a strategy document that recommended the most appropriate way forward to upgrade their current communications systems to a modern and suitable UC platform. GQI Consulting developed a five year UC strategy for the utility which integrated their CISCO and Lync Server 2013 technology platforms optimized for the needs of the operations and corporate parts of the business. The strategy included a roadmap to implement the recommendations and a high level budget and high level project plan to complete the implementation of the new UC solutions.

SMART TRANSPORT TICKETING TECHNOLOGY COMPANY

The organization operates globally and has grown rapidly in Australia where it now has over 500 staff and operates from six major sites in four states.

THE PROJECT

The Global corporate IT strategy is to use Lync server 2013 as the IP telephony and UC platform. A recent new 'greenfield' office site of about 50 project staff was established and needed to be provided with fixed telephony and UC services. GQI Consulting was engaged to develop a target state architecture and budget cost for implementing a Lync server 2013 IP Telephony and UC solution initially at the Greenfield site and ultimately across all sites in Australia with connection to the company's global locations. The work included the options to integrate the Lync server 2013 and new gateway technology into the existing IP PABX equipment to optimize the existing investment in handsets and switches.

THE SOLUTION

The proposed solution was an optimized and cost efficient architecture which introduced Lync server 2013 and Median Gateways to the organization, interfaced to the existing IP PABXs and handsets, facilitated the addition of multiple 'on net' (free) calls new UC capabilities such as presence, instant messaging, and voice conferencing. The solution also enabled the consolidation of ISDN lines, and all interstate PSTN telephony traffic between offices, which used to incur national call charges, would be free, substantially reducing the monthly telecommunications costs.



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