



CASE STUDY

Unified Communications Strategy

CLIENT | AUSNET

ABOUT THE PROJECT

INDUSTRY	Utilities
SERVICES	Specialist Telco Advisory General Telco Resourcing Design & Project Delivery Network Deployment
SOLUTIONS	Fixed Networks Mobile Networks Internet of Things Business Intelligence
DURATION	3 months

THE CLIENT

AusNet is a diversified energy business, based in Victoria. It manages an electricity and gas network with assets estimated to be worth approximately \$7 billion, which services more than 1.2 million customers in South East Australia. AusNet employs almost 3000 people who operate across 56 sites spread over a large geographical area, covering from the Melbourne CBD and suburbs, right across Victoria.

THE PROJECT

AusNet is currently operating under considerable regulatory pressure investment and operating costs, and a public who are using less energy through the down re to drive down the cost of the provision of electricity and gas to its customers. This coupled with significant capital turn in manufacturing and the employment of alternative strategies, is having a significant impact on AusNet’s earnings and profitability. In order for AusNet to remain viable it needs to employ a range of strategies and technologies to reduce costs and enhance revenues. Management has identified Unified Communications (UC) as a potential technology that could be capable of both reducing costs through better efficiencies brought about by improved business process and possibly improving the delivery of energy to its customers. AusNet wanted to develop a whole of business Unified Communications (UC) strategy and roadmap that made specific recommendations on the best way for AusNet to optimize its current and future investment in its telecommunications network, while at the same time improving functionality, connectivity and reliability to all offices.



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THE STORY

GQI Consulting developed a 5 year Unified Communications strategy for AusNet. In this strategy we reviewed all of AusNet's telephony services, corporate and operational networks to develop a strategy document that stepped out the most appropriate way forward for AusNet to upgrade their current communications systems to a modern and suitable UC platform. The strategy encompassed road map to implement the recommendations and a time line and high level project plan to complete the implementation of a new solutions.

THE BENEFITS

GQI Consulting delivered a comprehensive Unified Communications strategy to AusNet which set out a number of clear recommendations that would enable AusNet to move to a modern, supportable and scalable UC environment for their corporate, operational and contact centre environments that would leverage their existing data network to converge voice, data and video onto a single network.

REFERENCE

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