

Thank you for your time and interest in engage consulting group's services. We have provided this capability statement which outlines our expertise, experience and credentials in delivering information and communication technology (ICT) consulting services.

## 1 What we do



## Maximise value from your ICT investments

Engage Consulting Group provides information and communications technology (ICT) consulting and talent management services to assist our clients in maximising the value from existing and new IT investments. Our success lies in the fact that we become trusted partners with our clients and listen to their needs to understand their business. We are focused on the outcomes and work together with our clients to deliver successful results. We successfully deliver client projects by applying a structured approach to strategic planning, design, business case development, risk management, systems implementation and recruitment. Our expertise in the evaluation of ICT investments ensure quality decision making and improved business practices. We apply a proven change management process to ensure the optimal adoption of new technologies and implementation of strategic initiatives (such as outsourcing and insourcing).

Taggle can benefit by engaging with us to access our diverse range of ICT professionals ranging from solution architects, project managers, network and security engineers, business/system analysts and software/application developers. We offer flexible partnership and commercial arrangements to ensure a win for all parties.

### Our services include:

#### Strategic Planning and Design

- Strategic planning
- ICT architecture, systems design and network planning
- Business case development

#### Mobility and Virtualisation

- Mobility strategy
- Virtualisation optimisation

#### Professional and Project Management

- ICT project post implementation reviews
- ICT turnkey project services
- Professional services: solution architects, systems/network engineers, program/project managers, business analysts, process analysts

#### Software Consulting Services

- Software and enterprise application selection
- Software licensing configuration
- Database design and administration

#### ICT Security

- Information security
- Security policies and procedures

#### Recruitment and Talent Management

- Senior executive & management roles
- Senior project and technology roles

### Industries and valued clients:

- CSL, Victoria Police, EPA, Telstra, Siemens, Bosch, Silcar, AXA, TAL (formerly Tower Life), Deakin University, La Trobe University, Nowicki Carbone, TressCox, Corrs Chambers, PKF, McGrath Nicol.
- Healthcare, Victorian Government, Telecommunications, Financial Services, Higher Education, Legal & Professional Services.

## 2 Client case studies

### A few more case studies:

#### ▶ Telco Security Services

- Global telecomms service provider
- Build in-house security services for clients
- Architects & project managers
- Successfully delivered releases over 2 years

#### ▶ Automated reporting

- Global Healthcare/Biotech company
- Global leadership development program
- Program design, on-line services & end-to-end operation of the program
- Successfully ran the program for 5 years in 5 countries (Australia, USA, Germany and Switzerland)

#### ▶ Database System

- Australian ICT professional services firm
- Re-design business processes
- Database design and applications development
- Enabled the organisation to scale by 100% without additional resources and 20% increase in staff productivity

#### ▶ Market research study

- Large Australian ICT construction company
- Market research & product development for future product and service offerings
- Business review & market research
- Successful implementation of Product and Marketing Plan

## Delivering value for our clients

### 📄 State Government Agency - Business information systems review

Our client identified the need to transform its information systems development processes from a typical technological approach to a business driven one. The project involved conducting research into what organisations needed to do and avoid in order to ensure successful design and implementation of information systems. The outcome of the project has led to organisational change in the way information systems are planned and implemented with key initiatives such as project prioritisation, business case development and project risk management resulting in the roll out of a major Enterprise Resource Planning (ERP) application across the organisation.

### 📄 Insurance and financial services – Telecommunications strategic review

AXA (formerly National Mutual) engaged us to conduct a strategic review of their telecommunications systems with a focus on improving carrier services and their call centre operations in Melbourne and Brisbane. The solution was to network the Melbourne and Brisbane call centres to save staff costs and improve customer service. Previous consultants recommended shutting down the Brisbane call centre, however this option would have been more costly in terms of losing customers in Queensland and NSW. We determined that the actual staff reductions of closing the Brisbane Call Centre were the same as networking the two call centres. Maintaining two call centres also ensured a solid back up plan. Following the development of the strategy, we assisted the client in the procurement process to select the best telecommunications service provider. This resulted in switching telecommunications carriers to save costs and improve overall services.

### 📄 Telecommunications service provider

Australia is leading the world in economic development and wage levels. This has resulted in Australian businesses paying higher salaries especially for contract labour. Our client decided to implement a strategy to convert many long-term contractors to employees, especially high skilled knowledge workers to keep Intellectual Property (IP) in-house and using a selective sourcing approach to outsource projects and work packages in a competitive environment to a pre-selected panel of providers. This resulted in a range of business benefits including - attracting and retaining highly skilled people and IP in house; overall reduction in labour costs and increased employee engagement and loyalty. Outsourced projects are engaged on a fixed price, deliverables basis and we supplied professional ICT staff across a range of expertise including business analysts, process analysts, program/project managers and solution architects.

### 📄 Victorian Government – Strategic telecommunications review

Our client requested a strategic review of their telecommunications systems and services in light of the State Government decision to switch carriers back in 2005/06. The scope of the review was to assess the risks and issues the organisation would face by switching carriers including the costs the organisation would incur to upgrade existing systems to interoperate with different carrier services. The report highlighted significant risks and material impacts to the organisations operations. Over time as the risks materialised, the organisation along with many other government departments, were able to build a case to change back to the previous carrier.

### 3 Our team

#### Corporate Profile

Engage Consulting Group Pty Ltd is privately owned and based in Melbourne, Victoria.

**Office:** Suite 5, 210 Lower Heidelberg Road, Ivanhoe East VIC  
**Incorporated:** 2003

#### Association & Memberships

- AIIA – Australian Information Industry Association
- IEEE – Institute of Electrical and Electronic Engineers
- Engineers Australia
- AICD – Australian Institute of Company Directors
- ACS – Australian Computer Society
- IEC – Institute of Executive Coaching
- PCC – International Coaching Federation

### The ICT Consulting team

#### Sam Pitruzzello – Director



B. Engineering, Grad. Dip. Communications Systems, Master of Business IT, Grad. Dip. Fin. Planning

Sam has over 25 years' experience in the telecommunications, IT and financial services (investment, insurance and financial planning) industries. Sam has successfully delivered client projects by applying a structured approach to business case development, risk management and strategic planning. Sam's expertise includes evaluating the value of ICT investments to ensure quality decision making and improved business practices. He has also designed and facilitated corporate workshops and training programs, including a national sales program for a multi-national company and a business acumen program. Sam is particularly interested in helping individuals and teams develop their ability to maximise cooperation and synergy to achieve sustainable business results. Previously, Sam held a Directorship with a community not-for-profit organisation where he was instrumental in implementing a range of financial control and governance measures in his capacity as Treasurer.

#### Sarina Sorrenti – Director



B. Business Marketing, B. Business Accounting, Grad. Dip. Innovation & Service Management

Sarina has over 22 years experience in strategic marketing, business development and leadership. She has worked extensively in the areas of Executive Coaching, Strategic Marketing and Planning, Business Excellence, Corporate Social Responsibility and Organisational Change. Sarina has provided Strategic Advisory services to CSL, Siemens, Kodak, Silcar, AQC and both State and Federal Government departments. Sarina was a co-author of the book "Releasing the Potential of Managers - Australian Coaching". Sarina works with Executives to discover their strengths and talents and get the best out of themselves, their teams and their businesses. Sarina is a professional coach with International Coaching Federation, Accredited EI Facilitator, Accredited Booth360, Accredited Voices Lominger 360 and Accredited Executive Coach with Institute of Executive Coaching. Sarina was previously a Board Director with Bendigo Bank Heidelberg/Ivanhoe branches.

For further information, visit our web site:  
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