

## Overview

### Client situation

- Our client relies heavily on the smooth operations of their telecommunication services; in many instances they are dealing with life and death situations.
- There was a proposal by the central Victorian Government body for our client to move their telecommunications services from their incumbent to another provider.

### What we did

- The scope of the review was to assess the possibly risks and issues Vs the benefits the organisation would face by switching carriers including the costs the organisation would incur to upgrade existing systems to interoperate with different carrier services.

### Client results

- The cost the risks associated with change were far to great to move. Our report also detailed that many of the additional functional as provided by their incumbent and which were heavily integrated into our client systems were not included as part of the service offer by the other carrier.

## Example deliverables

Strategic Report: "Development of a facilities management model"



### Option Analysis Summary

Options	Advantages	Disadvantages	Risks		Policy Alignment		Overall Rating
			Risk	Rating	Client	Key Stake Holder	
Option 1 Maintain Current Status	No additional expenditure	Limited future savings Service improvement limited Exploit new technologies limited Loading on internal resources	Operations disrupted Learning curve FM may not deliver	H L M	No	No	Medium
Option 2a Selective Sourcing	Access to latest technology Low maintenance costs	High up front costs Longer to derive benefits Lower productivity	Longer time to implement Benefits not realised Higher cost to implement	L H H	Yes	Yes	High
Option 2b Selective Sourcing	Lower cost than option 2a Faster learning/productivity Time to derive benefits	Longer access to new technology Maintenance & integration costs higher	System integration	M	Yes	Yes	High
Option 3 Total Outsourcing	Responsibility & ownership with FM Management, planning and maintenance with FM	Loss of control May not get access to new technologies, features & benefits Conflict of interest between FM & vendors Higher service costs Agreements are long term and lock you in	Service costs rise Costly upgrades Insolvency assets seized Lower service quality	H M L H	No	No	Low