



Case Study

Telstra

RXP enabled Telstra to enhance its security services offering for non-residential customers



Client
Telstra, Melbourne
Challenge
Telstra wanted to enhance the current security services offering by implementing a new underlying toolset that required a strategy for migrating currently outsourced customers to its new platform.

interviews with participants, workshops, achievement ratings, and summary reports at different phases of the project. By means of effective governance, understanding the needs of the stakeholder group and encouraging director level involvement, the solution architecture was redesigned to leverage a SaaS model rather than one based on internal development. This saved Telstra more than \$1 million dollars. Leveraging an Agile process, the first capability was offered 6 months early, enabling faster time to market and earlier revenue. Our Team provided:

- Set up of the Project Management Office providing project status, highlighting risks and issues while meeting critical milestones
- Redesigning the solution architecture to reduce costs and shorten time to market
- Managing and planning to ensure minimal impact on customer migration
- Partnering with marketing for the go-to-market plan
- Delivering health review workshops

Outcome

We played an integral role in the successful development of the enhanced security services offering. Enterprises, government, and businesses were able to sign up earlier than expected, resulting in faster time to market and earlier revenue. The success of this project demonstrated not only our project management expertise but also relevant technical expertise, experience, and support from the Telstra's senior executives.

Our Work

Our team functioned as end-to-end project management for Telstra, as well as provided the solution architecture while managing interaction with all stakeholders.

We performed a full system review, which involved

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