



Telecommunications Overview

Combined Management Consultants (CMC) is a quality independent ERP, Project Management, Business and IT Consulting organisation.

CMC has been in business since 1980 providing Strategic ERP Consulting and Project Management Services to over 100 organisations across a range of industries including Distribution, Manufacturing, Warehouse Management, Supply Chain, Retail, Telecommunications, Finance and Government.

Having helped determine the needs of our clients, the goal of each and every member of our team of strategic consultants, project managers and systems professionals, is to deliver results and complete projects on time and on budget. The consistent achievement of this objective has made us a valued partner to our clients as well as many leading IT and Professional Services organisations.

High Value Professional Services

The foundation of our portfolio of skills is Strategic ERP Consulting and Project Management expertise. We specialise in:

- **Strategic Business and Information Systems Planning**
- **Program and Project Management**
- **Vendor and System Evaluation and Selection**
- **Business Process Analysis and Requirements Definition**
- **Tender and Vendor Management**
- **Change Management, Transition and Training**
- **Test Management and Testing Methodology**
- **Supply Chain and Distribution Consulting**
- **Quality Assurance Reviews**
- **Independent Steering Committee Representation**
- **Test Management and Testing Methodology**
- **Business Case Development**
- **Networks and Infrastructure**



Specific Telecommunications Experience

CMC has extensive experience in the Telecommunications sector, managing both Business and IT projects as well as having consultants on the team, who have held senior roles within the industry.

CMC's consultants have many years of experience with organisations such as:

- **AAPT**
- **Optus and Optus Satellite**
- **Vodafone**
- **Telstra**
- **Hutchison**
- **WorldComm/UUNet/Ozemail**

The assignments have been focused on projects with specific delivery in each case.



AAPT

- ✓ Development of a Commission System for Sales Representatives using Business Objects.
- ✓ Business requirements specification for Commission System.
- ✓ Data analysis of legacy system information feeds.
- ✓ Preparation of RFI documentation for vendor assessment.
- ✓ Change Management Projects.

Telstra

- ✓ Strategic Review of operational effectiveness of Telstra Retail Shops throughout Australia.
- ✓ Development of a Bespoke Distribution System for Telstra Phonecards including integration to Oracle Financials.
- ✓ Market assessment and selection of a Geographical Information System for Payphones.
- ✓ Market assessment, selection and implementation of a Distribution System for Telstra Directory Services to manage paper stock and recycling Debtors.
- ✓ Design and management of the construction of a National Advanced Warehouse Management System including integration to Telstra Legacy Systems.
- ✓ Implementation of the Sales Order Management and Inventory Control System for Telstra Small Business Systems, the providers of the Commander Phone Systems.
- ✓ Design and deployment of a System Development Lifecycle methodology for the IT Group within Telstra Payphones.
- ✓ Management of market trial and application architecture deployment for the Telstra Mobile Payphone.
- ✓ Market assessment and recommendations for implementing Billing Systems for Telstra Mobile Net.

"CMC has provided invaluable skills through their Project Director - Rod Muir for several major projects within the Optus Satellite business.

The value of Rod's contributions is evidenced by the repeat business with CMC over the past several years."

Mark Harwood
Manager Strategy and Planning
Optus Satellite Services

- ✓ Test Management for the development of the Payphone Profitability System.

SingTel Optus

- ✓ Program Management of Optus C1 Satellite transponder deployment for Digital Foxtel Services.
- ✓ Management and application architecture design for Optus Satellite's bid to the Commonwealth for un-timed local calls and Internet service provision for the extended zones of Australia.
- ✓ Development of an eBusiness strategy for Optus Consulting, including skills transfer and strategy definition to the Optus Consulting team members.
- ✓ Development and management of a Wireline Bill Consolidation and Presentation System for corporate (BillView).
- ✓ Implemented Help Desk Service and Service Level Agreements.

Optus Vision – Now SingTel Optus

- ✓ Project management and design of a Telephony Service Provisioning implemented in OSI NetExpert.
- ✓ Project management, design and development of Telephony Service Provisioning Front End using Oracle & Oracle Forms.
- ✓ Project management, design and development of Network Provisioning System using Oracle.
- ✓ Project management, design and development of Network Operations Centre Alarm Management System.



Combined Management Consultants

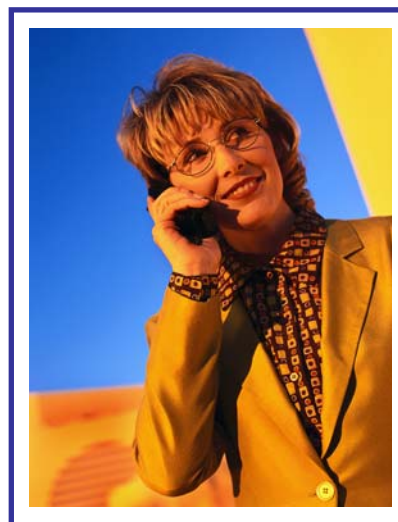
- ✓ Architecture, design and development of Telephony Billing System.

Vodafone

- ✓ Implementation of Finance and Distribution components of Oracle 11i ERP solution for Vodafone Australia and New Zealand. Included the introduction of internet procurement. Responsible for the delivery of Program customisations / development (in excess of 1500 days effort), report development, data conversion and system testing.
- ✓ Managed a team of up to 30 personnel from Vodafone, the consulting partner and independent contractors
- ✓ Provided strategic advice regarding the internet procurement, projects and financials components of the implementation.
- ✓ Managed the support of production ERP systems (Finance, distribution and limited CRM for 2 companies).
- ✓ Worked with the finance, management accounting and procurement groups to ensure that the Oracle ERP applications supported business activity and that required information was available for decision making.
- ✓ Delivered multiple system enhancements.
- ✓ Worked with the business to provide process improvement options that alleviated the need for system modifications.

Miscellaneous

- ✓ JNA - Project management, architecture, design and development of TMN CMIP compliant network equipment management system.
- ✓ Hughes Data Networks - Analysis and design of International Maritime Satellite Standard B (INMARSAT B) sub-systems for Network Operations.
- ✓ 3Com - Project Management of early SNMP System.
- ✓ Hutchison – Project Management.



Industry Roles

In the past, CMC's consultants have held a number of senior roles in the Telecommunication industry. These include:

- ✓ Telstra - Group General Manager, Finance & Systems – Corporate and Government, International and Enterprises.
- ✓ Optus - Acting CIO.
- ✓ TransACT Communications Pty Limited - Chief Financial Officer.
- ✓ Vodafone - Delivery Manager, Oracle ERP 11i (Financials and Distribution) Implementation - Vodafone Australia and NZ.

Combined Management Consultants
PO Box 511 Manly NSW 1655
Ph + 61 2 9977 8338 | Fax: + 61 2 8456 5971
ABN 17 001 982 716 | www.cmcaust.com