NEC - delivering solutions and services to government

# Government of South Australia

Overview

For over 30 years, South Australia (SA) has remained one of NEC's most important government clients. During this time, NEC has grown from 20 staff in 2010 to over 320 staff based in SA, supporting both local and national customers.

We value the commitment that the State gives to NEC, with over 15% of ICT cross-government contract expenditure held with NEC. Employing local staff is an important part of our contribution to the local economy, repaying the faith shown by the government.

More recently, NEC significantly increased investment in Adelaide through the establishment of a Centre of Excellence for managed services across the country and our $4.38M Global Security Intelligence Centre - a dedicated cyber security facility.

Key NEC / SA Government partnerships
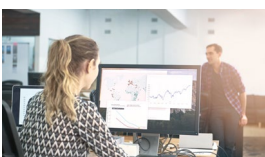
Network Management Services

Distributed Computing Support Services

PABX Services & Equipment

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Network Devices

Network Management Services

Our approach is to provide flexibility and choice.

The SA Government awarded NEC with the Network Management Services (NMS) contract in October 2014 based on NEC's credentials, flexibility, capability and capacity to deliver and sustain the required levels of availability and performance across the entire network.

NEC recognises that the SA Government is a combination of distinct organisations each with unique and highly diverse requirements and one-size fits all approach will not work.

Our approach is to provide flexibility and choice that Agencies need to ensure their business needs are met.

Benefits

Flexibility in service levels and solutions. A three-tiered service model: Basic, Standard and Premium. Agencies can choose a mix of service levels on a per device basis from a standard service catalogue. This enables selection of the most cost effective services specific to their needs.

Savings through our flexible business model. Agencies only pay for the services they require. Leveraging our National Service Desk means the SA Government does not pay for additional staff to deal with peak periods or out-of-hours support. Strong relationships with numerous hardware vendors, means we can obtain the best possible price for the State for maintenance and supply of hardware.

Access to information on incidents, changes, service requests and reports through the iCentre Portal for NMS.

Increased efficiencies and technical alignment with current industry standards and best practice including our core reference frameworks of ITIL (service management), ISO27001 (security management) and ISO9001 (quality management).

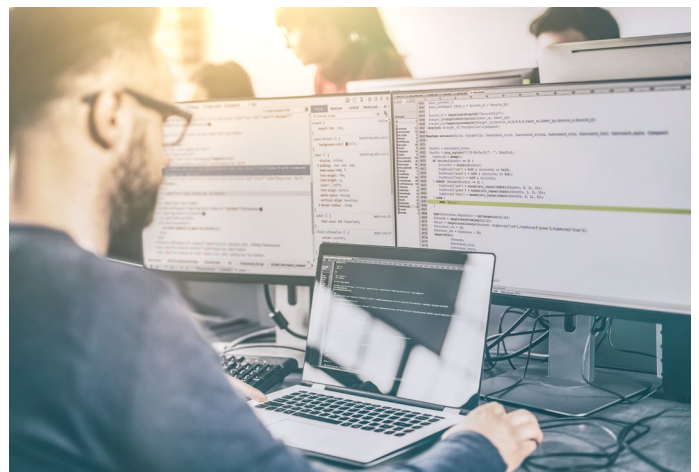# Distributed Computing Support Services

SA Government's distributed computing environment provides the foundation for the delivery of a wide-range of ICT services across South Australia. The Distributed Computing Support Services (DCSS) provides services, capability and capacity to deliver and sustain service level availability and service provisioning across the State's diverse ICT servers, databases, storage and backup.

NEC has been collaborating with the SA Government since 2010 to provide DCSS services. With a recent focus on Cloud service offering, NEC is actively working with Agencies to deliver existing service requirements and help transition Agencies to new 'as a service' environments on both public and private Cloud environments.

Benefits

Flexibility in service levels and solutions. A three-tiered service model: Basic, Standard and Comprehensive. Agencies can choose a mix of service levels on a resource unit basis from a standard service catalogue. This enables selection of the most cost effective services specific to their needs.

Assurance of a proven and trusted service provider. Our proven commitment to service focus allows Agencies to concentrate on their business operations. NEC will continue to deliver value for money, seek process efficiencies and innovation.

NEC

Distributed Computing Support Services

Commitment and scale in South Australia. NEC has more than 320 employees in South Australia with the ability to scale out to our national teams.

Value for money through our flexible business model and scale. Agencies only pay for the services they require. Leveraging our National Service Desk means the SA

Government does not pay for additional dedicated staff just to deal with peak periods or out-of-hours support whilst managing business as usual operations can be done without risk.

Access to information on incidents, changes, service requests and reports through the iCentre Portal for DCSS.

PABX Services & Equipment

Commonly referred to as the Central Voice Network or CVN contract. NEC has over 30 years of delivering core voice services to the SA Government, NEC Australia has gained intimate knowledge of the current predominant voice environments, including every agency and related site location across the State.
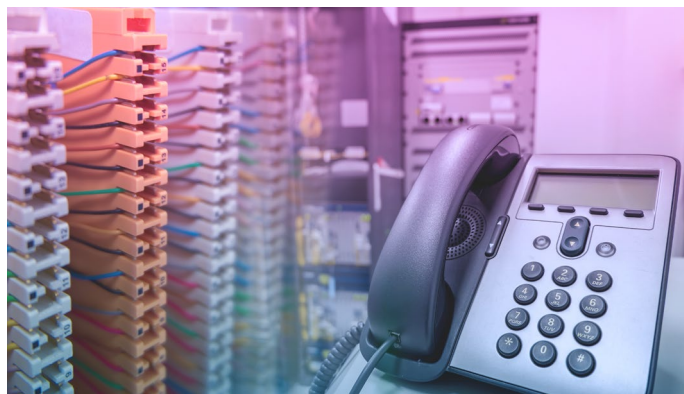
Through the CVN contract, NEC Australia currently manages voice and unified communication technologies supporting the State's principal telephony network and voice services.

Recently this has included Agencies using stand-alone platforms from our partner technology (Microsoft Skype for Business and Cisco UC). NEC recognises that it is important for SA Government to have a partner that has diverse skills across voice and we have invested in training and certification for both

Microsoft and Cisco technologies. We are uniquely placed to manage the converged or separate collaborative environments of the State.

Today we manage over 60,000 ends for the State across telephony, unified communications and contact centre. Our management services ensures NEC supports the State's phones and the underpinning infrastructure with a per end voice support service that represents excellent value for money.

Benefits

Carrier independent model allows Agencies to select their preferred voice technology that fits their requirements; without being forced to select one vendor from a carrier. Agencies can also ensure that they receive best value for money for phone line rental by ensuring competitive tension between suppliers.

Flexibility as NEC understands upgrading cabling in older Agency buildings is required for other solutions. This is cost prohibitive. NEC has unique options that allows older cabling to be leveraged until the State is ready to upgrade the cabling or move to newer locations.

Bespoke design for specific requirements e.g. prisoner telephony or train control systems, requiring specialist design. NEC can provide this through our custom engineering options.

Future ready meaning NEC is ready now for enabling and supporting new features such as instant messaging, voice to email, mobility and video conferencing.

Hosting Services Panel

SA Government is actively looking at cloud-based hosted services as they offer lower cost outcomes than solutions based on dedicated hardware. Adopting 'Infrastructure as a Service' (IaaS) solutions is not without risk and NEC is available as a value-add hosting services provider; offering a complete service rather than just rack space.

NEC's approach to the HSP Panel is to partner with existing HSP providers in order to add strategic service benefits associated with our Infrastructure as a Service and DCSS experience.

NEC

Hosting Services Panel

Benefits

Maximum flexibility and choice of data centre with single-point accountability.

Low-risk transition to a lower-cost IaaS model using our knowledge and expertise as the DCSS provider.

Ongoing support for local industry capability and capacity building. Partnering with local businesses such as YourDC.

Simpler engagement and lower procurement costs for the State through a streamlined Agency purchasing experience.

Proven security for services in the State's ICT infrastructure with police and background checks for all employees; and services compliant with ISO 27001.

NEC seeks to bring to the SA Government a more strategic approach to delivering the HSP services, while maintaining the levels of flexibility that agencies are used to. In operating collaboratively as a 'trusted advisor' we assist the State in making the right decisions for the long-term.

Employing local staff is an important part of our contribution to the local economy.
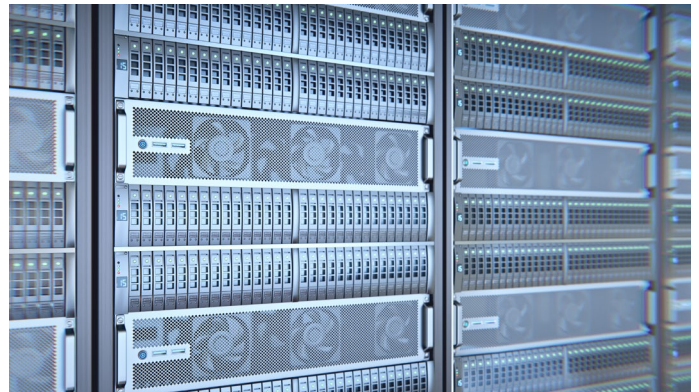
Network Devices

The Network Devices contract allows Agencies to procure network equipment from NEC. NEC holds strong relationships with the preferred vendors of the SA Government and through our vendor management processes, we manage these partnerships to ensure that the State receives the best value for money.

Some of our technology partners include: Cisco, Citrix, Fortinet, HP and Oracle.

Benefits

Vendor neutral approach ensures NEC is not limited when identifying which solution is the best fit to State and Agency requirements, thus ensuring the best solution is procured.

Single supplier interaction for all technology requirements including supply, design and implementation. This ensures that NEC is responsible for a complete solution and there is no 'finger pointing' between suppliers for issues in equipment, design or implementation.

For more information, visit au.nec.com, email contactus@nec.com.au or call 131 632

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