

# IT Professional Services

## OVERVIEW

Our consultants work with a range of high profile clients on sensitive projects across various industry sectors, so you can be assured that your projects will be managed with the utmost expertise and professionalism.



## Critical Event Management

### What is the service?

Critical events pose a huge impact on the operations of any industry; particularly technology, telecommunications and utility providers. Critical events can range from severe weather and natural disasters to cyber attacks and major service outages. When an operation failure occurs, it is vital for providers to have the mechanisms in place to ensure employee safety and mitigate the financial fall out. Consultel Solutions can help organisations implement end-to-end CEM solutions that cover incident management and an operational or emergency notifications/alert system.

### What are the benefits?

- **Reduced enterprise and employee risk exposure** through an outcome-driven CEM
- **Scalable CEM solution** that grows with your organisation and adapts to the real world
- **Reduced downtime cost** through operational efficiency measures that protect your bottom line

## Cloud Services

### What is the service?

Together with our Cloud product partner, we provide an end-to-end Cloud solution that includes; Cloud consulting and advisory, migration services and cloud infrastructure that will enhance your business' efficiency, productivity, and reliability. We provide Customers scalable Cloud strategies and access to Cloud AI products that will help futureproof your organisation's infrastructure.

### What are the benefits?

- **Global cloud connectivity and reach** with high availability and security, and multiplatform support.
- **Fully scalable solution** to suit your business' evolving requirements and growth plans
- **Reduce capital expenditure** by foregoing hardware, software and licensing fees.

## Change Management Services

### What is the service?

Change Management is an integral part of any large digital transformation, as it leads to better outcomes and a successful delivery. Our team of change management experts will work closely with you to co-design a fit for purpose program. We provide advisory, transition planning, process mapping, coaching, training, workshops and devise frameworks to measure business readiness, business realisation and impact analysis.

### What are the benefits?

- **Employee experience** initiatives that ensure your transformation project does not negatively affect your employee ecosystem
- **Customer Experience** strategy that maximises the customer lifecycle and achieves competitive advantage
- **Collaboration and Communication** with a dedicated project manager and multiple support services at every step of the way
- **Speed to market** with change management projects delivered on-budget and on time without sacrificing quality

## Business & IT Planning Services

### What is the service?

We provide consulting and advisory services to support planning of your strategic activities. Our approach covers analysis, architecture and recommendations to ultimately provide clarity and guidance on how to achieve the best possible results from your IT environment.

### What are the benefits?

- **Accelerate innovation & growth** as we equip your business with Consultel Solutions' best practice and agile delivery methods
- **Gain competitive advantage** as our experienced consultants develop an IT roadmap that will give you an edge
- **Improved Business outcomes & ROI** with our product-neutral approach that ensures a reliable technology evaluation and optimum solutions



GET IN TOUCH



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