



Today, many IT organisations are continuously faced with new projects, technologies and business initiatives and are reassessing their operations to determine how to successfully meet business objectives while still reducing costs. Because of resource constraints, many find themselves only able to respond to tactical issues and ad hoc requests while relying heavily on external vendors and consultants to help them address specific IT requirements. As a result, they are finding it difficult to manage multiple resources and vendors to ensure appropriate flexibility and support the fluctuations in their business requirements.

**Mtell Strategic Resourcing** offers a unique approach that aligns business objectives with IT projects and ensures that those projects drive measurable business results. Mtell provides you with scalable, on demand, business consulting and IT infrastructure technology skills within a flexible, yet predictable, cost model. The service features a virtual team of resources with world-class capabilities, allowing you to get tactical with maximum flexibility and deploy advanced services previously thought unachievable. Our Strategic Resourcing approach enables your resources to better focus on reaching increased competitive advantage versus simply “keeping the lights on.”

Features of this service include:

- Collaborative examination of all potential projects including a complete business justification that assures alignment to business strategy.
- Formal Program Management Office leveraging constructed under the ITIL/ITSM governance model
- Flexible resourcing that ensures on-time, on-budget delivery by delivering the appropriate capabilities at the right time for each specific task associated with a project.
- Flexible portfolio of consulting services to choose from, including IT Strategy and Planning, Security, IT Infrastructure, Operating Systems and Directory Services, Storage Systems and Services, Network and Systems Management, Project Management and Productivity Applications Consulting Services.
- Flexible pricing and competitive rates for budgetary predictability and simplicity.

### **Project Qualification and Quantification**

Mtell will work with your executive team and project stake holders to discover and document the corporate strategy and objectives and underlying business drivers for proposed IT initiatives. We will review this information along with relevant data to help you prioritise and financially quantify projects.

We will collaborate closely with you to:

- Complete a financial analysis that demonstrates the benefits of each proposed project in fully quantified terms.
- Implement a ‘go / no go’ process and make well-founded decisions on each initiative to ensure that all approved projects are justified and aligned with the business strategy.
- Establish a foundation for continuous improvement and for implementing logical and beneficial change based on measurable business metrics.



### **Project Management Office**

Mtell will implement a Project Management Office (PMO) to address customer executive commitment for change, coordinate business objectives and strategic alignment, determine project interdependencies and manage project resourcing and scheduling. The project development and administration process is governed by our IT Governance methodology, which is built on best practices and industry standards such as the Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM) framework. The PMO will provide specific and achievable recommendations on how to focus client resources for maximum return and benefit to the organisation.

In addition, the PMO will:

- Identify opportunities to accelerate project schedules using information from project progress reports
- Assess whether risks are being effectively managed, propose appropriate solutions and re-assign resources across projects as necessary
- Maintain a current picture of project status to forecast progress of the projects within the portfolio and of the portfolio as a whole
- Produce standardised reporting for individual projects and consolidated reporting across the portfolio for use by Executive Management

### **Enterprise Project Management Platform**

Mtell will implement an enterprise project management platform to further drive clarity, reporting, and collaboration. Mtell's project management solution uses Microsoft Project and Microsoft Project Server to create an integrated environment for centralised access to scheduling, documentation, resource management and related communications. Project information that typically resides with individual users or in disconnected enterprise systems will be linked through a set of interconnected documents. These "smart documents" use XML tags to automatically populate data fields, generate additional workflow documentation and reflect necessary updates throughout enterprise systems. As the workflow continues from one individual or department to another, delays associated with sharing and updating information are eliminated. Executives will be able to instantaneously access customised reports that display real-time, meaningful information and use it to make better business decisions.

### **The Mtell Approach**

Mtell takes a business-centric approach to mapping people, process and technology with corporate objectives. Mtel's consultants work closely with your executive and functional staff to understand your business needs, deliver in-depth analyses and provide recommendations. We also ensure thorough knowledge transfer via hands-on explanations, formalised training for key personnel and detailed engagement deliverables to help you establish an operational framework as a foundation for continued success.

Mtel's technology integration and business solution delivery experience spans the entire IT enterprise, from strategy, planning, compliance and governance to networking, security, storage and application development and integration. By combining



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## TELECOMMUNICATIONS

our comprehensive expertise with our best practices and proven processes, we are able to deliver consistent and exemplary results that help innovate your business operations and create a foundation for continuous improvement.