



WALK
WITH
YOU

WHO WE ARE

We are an experienced and passionate IT Professional Services company. We are 100% Australian owned and proudly support the Australian economy via returns to superannuation funds.

We walk with you on your journey. We work as an extension of your team, to deliver outcomes and build your capability across a range of technologies.

We are devoted to creating a diversified workforce which we know builds better teams, generates new ideas and adds greater value to our clients and their outcomes.

You may have known us as Artisan, Bexton, colB, PS+C, S&P or Sacon.

HOW WE CAN HELP YOU

We understand the capability you require

We work with you as an extension of your team

We understand you are time and budget constrained

We rapidly provide the exact skill-set to meet your requirements

We can provide a high performing team to deliver outcomes

We have deep industry experience

KEY SERVICE OFFERINGS

DELIVERY



CLOUD & INFRASTRUCTURE MIGRATIONS



WORKPLACE MODERNISATION



SALESFORCE



SERVICE MANAGEMENT

ENGINEERING

WHY CLIENTS CHOOSE US

FLEXIBLE

Our people are highly skilled and have worked across a range of industries

RELEVANT

We have a broad range of capabilities

RESPONSIVE

We provide fast and efficient solutions

COMPETITIVE

Our cost to you is highly competitive

COLLABORATIVE

We work with you as part of your team

DELIVERY

We walk with you throughout delivery to reduce risk and build your team's IP. We work collaboratively to achieve successful business outcomes in challenging environments.

CLIENT CHALLENGES

- ⦿ Lack of tracking and visibility of agreed benefits.
- ⦿ Difficulty identifying and retaining appropriately skilled delivery professionals.
- ⦿ Bureaucratic / high overhead PM methods and processes that lack agility and the ability to respond quickly to changing business requirements.
- ⦿ Poor stakeholder relationship management and a lack of internal engagement.
- ⦿ Poor visibility / transparency of the real project status and delivering expected outcomes.
- ⦿ Lack of industry experience and managing risks associated with delivery.

AREAS OF SPECIALTY



SOLUTIONING & GOVERNANCE

Understanding, solutioning and building requirements in the design and architecture phase. Providing overarching governance and benefits realisation for a successful outcome.



PROJECT DELIVERY

Delivering project outcomes using a number of methodologies including Agile, Waterfall or a combination of both. We never adopt a one-size-fits-all approach.



SME EXPERTISE

Providing the right capabilities and specialised expertise backed by industry experience across a variety of sectors including finance, engineering, utilities and services.

BENEFITS

1. Providing a high performance, scalable and cost-effective resource base to achieve success in delivery.
2. Improving delivery timeframes, visibility, decision making engagement and collaboration.
3. Establishing project delivery frameworks that are scalable and adaptable to your business, driving continuous strategic and tactical improvements.
4. Retaining IP and knowledge transfer to in-house resources through delivery.

SUCCESS STORIES

Nutrien

Launching Nutrien's integrated Digital Platform, SAP and Business Applications Integration, Cloud Engineering, Cyber Security and Network Upgrades.

Tabcorp

Managed and led the delivery and implementation of the SD WAN program within Tabcorp.

LATITUDE

Managing the delivery of the Comprehensive Credit Reporting system project to understand the liabilities situation and enhancing the existing CCR platform built on Informatica and Exadata/Oracle platform.

CLOUD & INFRASTRUCTURE MIGRATIONS

Moving mission-critical workloads is a daunting proposition for any organisation. It is an activity that is least practised and rarely invoked. We have successfully led some of the largest and most complex technology migrations in Australia.

CLIENT CHALLENGES

- ① Determining the most suitable strategy and timing for migrations.
- ① Sourcing skilled people with both suitable industry experience and previous experience managing successful migrations.
- ① The ability to provide comprehensive business justification for large scale change, including a robust business case to prove operational and financial benefits.
- ① Inflexible existing infrastructure platforms driven by technical and operational complexities.
- ① The need for a scalable platform to ensure continuous improvements in infrastructure delivery.

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CLOUD MIGRATIONS

Pairing your cloud strategy with a successful migration program is where we excel. We bridge the gap from strategy to reality by generating momentum and delivering desired outcomes.



APPLICATION MIGRATIONS

Selecting suitable application candidates for migration requires intricate domain knowledge and tenured expertise, from baselining through to vendor selection and delivery.



DATA CENTRE MIGRATIONS

Capturing the advantages of migrating data centres hinges on the IT team's ability to comprehensively prepare and plan legacy systems for migration.

BENEFITS

1. The ability to build a high-level roadmap with a comprehensive migration strategy and business case to provide clear and predictable direction for the business.
2. Providing strong governance to provide business certainty and mitigate project risks.
3. Identifying other opportunities to reduce long-term operational costs by assessing automation, tooling, licensing and billing.
4. Utilising significant experience in relevant industries and previous migration projects to maximise positive project outcomes.

SUCCESS STORIES



Managed the exit of all NAB data centres over a period of 4 years using a variety of migration methods to other locations including on-prem and cloud.



Developed the Business Case, documented the design work and currently managing the exit of two Westpac data centres.



Shaping and leading a portfolio of over 100 applications to migrate from legacy cloud to a strategic cloud environment.

WORKPLACE MODERNISATION

We know workplace transformation is as much about engaging the people as it is about the IT solution and what it delivers. Achieving end-user adoption through engagement, training and best practices is key to realising measurable workplace benefits.

CLIENT CHALLENGES

- Pressure to reduce ongoing workplace operational costs including legacy systems and hardware.
- Difficulty sourcing and retaining resources with specialised skills in the migration and deployment of new technologies.
- Inability to engage cross-functionally to ensure end-user adoption.
- Poor stakeholder relationship management.
- Ensuring clear, transparent and accountable project goals.
- Lack of understanding around technical dependencies.

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SOURCING OPTIMISATION

Having a deep understanding of the commercial landscape, ability to negotiate favourable outcomes across vendors and ensuring timely implementation of transition activities are key to realising any sourcing benefits.



DEPLOYING WORKPLACE SOLUTIONS

Technology underpins every commercial construction project; whether it be a new build or upgrade to existing infrastructure. We engage multiple trades and stakeholders, avoiding expensive delays and change orders.



O365 MIGRATIONS

Our experts know how to navigate large scale O365, OneDrive, SharePoint, Teams projects. We provide guidance from enrolment, to engagement through to adoption.

BENEFITS

- Reduction of ongoing business costs by retiring legacy systems and hardware or consolidating infrastructure.
- Bolstering remote working capabilities to maximise staff engagement and usage through deploying and streamlining audio-visual capabilities.
- Improving delivery timeframes, visibility, decision making engagement and collaboration.
- Establishing project delivery frameworks that are scalable and adaptable to your business, driving continuous strategic and tactical improvements.

SUCCESS STORIES



Managed the insourcing and automation of core foundational capabilities from external providers back in-house.



Managed the design and implementation of a world class office fit out supporting "New Ways of Working" with meeting room, Wi-Fi and desktop technology.



Migration of approximately 35,000 employees to Office365 to leverage new collaborative workplace tools and reduce maintenance costs.

SALESFORCE

Specialising in Salesforce implementations of any size to meet business requirements. Addressing the needs of mid to large sized corporations for whom Salesforce is a mission critical system, requiring an agile yet disciplined approach to program delivery.

CLIENT CHALLENGES

- ① The competitive landscape is driving the need to better engage customers over digital channels supported with a single view of customer data to improve experience and drive efficiencies in sales and service.
- ① Inability to strategise and document specific requirements and plan a successful delivery.
- ① Lack of experience and expertise in implementations of Salesforce or similar toolsets.
- ① Difficulty sourcing and retaining appropriately skilled Salesforce professionals.
- ① Difficulties operating or enhancing Salesforce where troubleshooting has failed and remediation is difficult.

BENEFITS

1. Flexible engagement model - be it total program delivery, delivery governance services, or providing skilled resources to be embedded within an existing internal team.
2. Experience working in complex landscapes which recognises CRM forms part of a larger integrated matrix of people, processes and technology.
3. Expertise to guide Salesforce implementations so they remain aligned to best practice and form a solid foundation for future phases of work.
4. Trusted long term advisor and partner to support organisations as they plan, design, build, test and operate customer information management systems based on Salesforce.

AREAS OF SPECIALTY



SALESFORCE IMPLEMENTATIONS

From strategy through to deployment, our team will support your Salesforce implementation every step of the way.



SALESFORCE PROJECT DELIVERY

Our unique engagement model allows us to deliver projects that answer your unique requirements, way of working and resources.



SALESFORCE RESCUE

We can diagnose and remediate issues with your Salesforce instance that are inhibiting your business performance.

SUCCESS STORIES



Augmented Intrepid Travel's internal IT team to implement Salesforce Sales, Service and Community Cloud, with deep integrations to Marketing Cloud and Booking systems.



Provided Salesforce Program and Technical Architecture services to guide implementation of Sales, Service, Community and Marketing Clouds. Consultant, developer and DevOps resources provided as part of a large transformation program.



Designed and implemented Salesforce Sales and Service cloud to support insurance policy quoting, binding and renewals, with integrated to Salesforce Marketing Cloud (Pardot) for policy holder communications.

SERVICE MANAGEMENT

We help businesses get control of the basics of IT delivery and support systems to lower costs and improve client satisfaction. We align IT service delivery with your business to deliver measurable benefits give you a competitive advantage.

CLIENT CHALLENGES

- Service management systems can be ineffective, inefficient or costly if not implemented and managed properly.
- Poor visibility and control of IT infrastructure, processes and people which limits the ability to deliver agreed levels of quality and availability.
- Businesses have too many point solutions for workflow and service automation, resulting in inefficiencies and unnecessary spend.
- Delays in getting the right people involved at the right time, leading to disruptions in service availability and performance impacts..

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PROCESS ORCHESTRATION & SERVICE AUTOMATION

Using process orchestration and automation tools we deliver cost savings, improve reliability and provide better control over support systems.



PROCESS IMPROVEMENT

Use of the best and proven industry standard frameworks to baseline and improve all ESM processes.



TOOL MODERNISATION

Implementation of modern cloud-based toolsets and upgrading legacy toolsets with modern 'front-end' self service catalogues and portals.

BENEFITS

- Lower IT service delivery & support costs leading to higher EBIT.
- Improved service levels leading to higher client satisfaction.
- We go beyond pure technology to address capability gaps in people, processes and performance measurement.
- Improved competitive advantage through driving innovation in Service Management.

SUCCESS STORIES



Managing the implementation and roll-out of key ServiceNow functions and automation of essential services resulting in reduced operational costs.



Design of an ITSM framework and the implementation of a delivery management framework.



Managing the delivery of ServiceNow and transitioning of key service management functions into the new tooling.

ENGINEERING

Our consultants have the knowledge and experience to help your application development and integration to provide business efficiencies. Consistent, reliable and proven delivery in this space ensures the right solution and outcomes.

CLIENT CHALLENGES

- Today many organisations face the challenge around how to build, maintain and support new capabilities for an enterprise.
- How to extend and enhance current platform capabilities further in today's fast moving agile world.
- Solving client challenges around completing digital and cloud transformation to drive technology enhancements and keeping up to date with current business demands.
- High-risk profile associated with outdated application systems.

AREAS OF SPECIALTY



APPLICATION DEVELOPMENT

1. Development using Java Frameworks, Java Spring, Springboot, Microservices
2. Integration API, SQL
3. Front-end, React.js, JavaScript
4. Multi-Cloud-AWS and Azure
5. DevOps



APPLICATION INTEGRATION

Integrating applications to consolidate and provide enterprise level efficiencies to maintain, manage and keep applications up-to-date to alleviate data duplication.



APPLICATION PROBLEM SOLVING & SOLUTIONING

Solutioning and problem solving in application development.

BENEFITS

1. Maintaining and uplifting applications to ensure clients can meet current business demand.
2. Ongoing reduced effort in maintaining and managing applications.
3. Predictable delivery by experienced consultants to ensure development and/or integration is completed on time and on budget.
4. Risk alleviation as a result of architecture solutions, development and integration.
5. Architecture solutioning to ensure design aligns to the client's objectives.

SUCCESS STORIES



Development of the migration plan, subsequent remediation and migration of a business- critical managed application to the NAB internal cloud.



Co-developed strategic platform to help solve the collateral management challenge. Built several new features and 3rd party integrations using native cloud services.



Provided elastic Infrastructure and Security Architecture resourcing to augment and enhance Newcrest's capabilities across a wide portfolio of projects.



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