

the power  
to perform



# C4 Professional Services

C4 yourself how C4 provides the services you need, to make your network perform, ensuring it effectively supports your business.

- Advice about your network from a team of professionals
- Addresses skills shortages and keeps your headcount to a minimum
- Adds value to your team so you reap rewards from your infrastructure solutions, faster

With a skills shortage, headcount pressures and a breadth of projects for the in-house ICT team to deliver, consulting staff and professional services teams play a vital role. But it can be difficult to choose the right firm to do business with – one with highly skilled people that don't end up creating a lot of extra work, well before any tangible benefits are reaped.

Unlike most other consulting firms of its calibre, C4 has turned the tide on professional services, by simply being good at what they do and being easy to work with. Adopting a customer-focussed, non-bureaucratic approach allows for greater results sooner in a supportive team environment and gives you depth of quality assurance and backup support for your networking systems.

With its experienced, degree qualified consultants, many of whom have the highly regarded Cisco CCIE (Cisco Certified Internetwork Expert) certification, C4 can provide expertise in IT security, routing and switching, unified communications, wireless and digital media solutions.

**A Cisco Silver Partner, C4's expertise lies in the following technology areas:**

- Data Centre Solutions
- Networking Solutions: core, branch and remote office
- Wireless networks
- Advanced Security
- Advanced Unified Communications
- Digital Media Solutions

# C4 Professional Services

With C4 Professional Services you can identify the technologies and services that will make a difference to your organisation

C4 has created a range of professional services from audit and network analysis to consulting, planning, design, implementation, project management and business return on investment (ROI) analysis.

To ensure flexibility, C4's Professional Services can be commissioned as a single service or as a package of services depending on your needs, your skills and the size of your ICT team. They can also be packaged into your C4 support contract.

## C4 Scorecard

Over time networks grow to accommodate an organisation's changing needs, with more users and applications across more sites, often leading to instability and sluggish performance. C4 Scorecard uses a unique matrix model to assess an enterprise network, starting by considering its business's strategy – an element not always given its due in relation to the network.

A unique network assessment method, C4 Scorecard measures your network's stability, security and performance and assesses whether it is aligned to your organisation's strategy and ICT goals. The result is a detailed report, which scores your network and offers recommendations to assist in future planning and growth, mindful of your changing situation.

- **Stability:** critical to business continuity, allowing responsiveness to customers, minimising downtime and costs, ensuring reliability for staff and customers leading to increased confidence in the network and the ICT team
- **Security:** vital to business integrity, reducing business risk, containing costs
- **Performance:** speedy delivery of information wherever they are located, improving productivity and lowering costs
- **Business Alignment:** critical applications are available and perform well, communication is facilitated via voice, video or data where and when needed, matching business needs with network delivery



## C4 Blueprint

Just like buildings, networked information systems require a blueprint. C4 Blueprint builds on the C4 Scorecard methodology to clearly map out your network environment – an implementation-ready blueprint to success.

Taking a comprehensive and consultative approach, C4 analyses and maps out your existing network. The result is a logical layout of both the business requirements and the network, providing a clear blueprint including a migration plan, acceptance testing procedures and the configuration design to keep your business on track.

C4 Blueprint ensures network stability, scalability and performance designed to meet business goals ensuring the right technology is in place to meet objectives and deliver the best outcomes now and in the future. C4 Blueprint aligns the design of your network to your business.

## C4 Reveal

C4 Reveal is C4's proof-of-concept testing service. Using comprehensive benchmarking and testing systems, C4 Reveal tests the required technology, identifying issues and documenting the migration plan prior to full-scale deployment.

C4 Reveal is not just limited to traditional proof-of-concept testing. With its analytical engineering skills, C4 performs comprehensive evaluation such as vendor product "shoot-outs", platform evaluation and performance and throughput testing.

Testing is an integral part of the IT implementation process and as such you can choose whether to perform tests on-site or in its purpose-built 'Interoperability Testing' lab, using C4's testing equipment. You receive detailed reporting with system test results being recorded against pre-defined testing plans offering expert review and opinion and summary reporting as required.

## C4 Project

There's no point hiring the best architect to design an award-winning house, and then use an inexperienced builder to build it. Similarly, a sturdy and secure network needs to be built properly using proven standards and methodologies. Taking its industry-recognised project management certifications very seriously, C4 follows the five-step process based on the Project Management Body of Knowledge (PMBok). This ensures its experienced project managers are highly competent at delivering results.

This practical experience gives C4 the enviable reputation of delivering a first-class networking infrastructure solution, on-time and on-budget, minimising the impact the deployment will have on your business, and getting results faster.

## C4 View

Organisations looking to speed their response times in a single monitoring solution can find the answer with C4 View.

Using C4's proprietary software tool, TNMS (Total Network Management Solution), support of the network is simplified because all network-related information is aggregated into a centralised database. TNMS contains all the management procedures and processes, information validation and provisioning required to comprehensively support your network.

No other single solution is available today that automates network discovery and performance monitoring. For customers this reduces time and effort because TNMS captures all the relevant details regarding faults so support engineers have clear visibility of the problem, including the exact location of the fault, network topology, maintenance contract, client contacts who can assist with troubleshooting, linked carrier services, asset and serial numbers.

**C4 Professional Services can be commissioned as a single service, a package of services, or an integral part of your support contract.**

## Which service do I need?

The C4 range of professional services are designed to address your needs not ours, so we're flexible and want to make sure you have the services you need. And if it's support services you're after, we have a comprehensive offering which can be commissioned separately or as part of a package.

	C4 Scorecard	C4 Blueprint	C4 Reveal	C4 Project	C4 View
No-nonsense approach to consulting	✓	✓	✓	✓	✓
Comprehensive review of business & ICT goals	✓	✓	✓	✓	✓
In-depth analysis of current network performance	✓				✓
Detailed account of network to help with future planning & growth	✓	✓			✓
Uses C4's proprietary TNMS tool to closely monitor network for speedy fault resolution	✓				✓
Logical layout of business requirements and network including migration plan, acceptance testing procedures & configuration design		✓		✓	
Functional design & future planning of network		✓			
Comprehensive benchmarking and testing			✓	✓	
Expertise & breadth of skills to provide comprehensive project management				✓	
Uses 5-step process based on PMBoK				✓	
Suitable for organisations with 250 employees or more	✓	✓	✓	✓	✓

## Now take 4 simple steps

- ① Identify your **network issues**
- ② Match them against the **services** you're looking 4
- ③ Talk to C4 about **packaging** the products & services you need
- ④ C4 yourself how C4 can provide the services needed to **make your network effective**

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C4 provides Australian organisations with a new choice in designing, procuring, implementing and supporting Cisco-based ICT solutions. From professional services to procurement, C4 has the breadth and depth of capability to ensure quality customer outcomes in a low risk environment. C4 is part of the Integ Group, a UXC Limited company, with the financial strength and backing that comes from being listed on the Standard & Poor's/ASX 300.



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