

COMPANY OVERVIEW

Connecting people, processes and systems for
competitive advantage



Consult > Deliver > Manage

About CDM

Innovative, business-centric ICT services and solutions firmly focused on what matters most: the business outcomes our clients expect.

CDM is an Australian-owned company providing the full spectrum of ICT services, from consulting to delivering and managing technology needs.

We provide the applications, infrastructure platforms and networks that deliver what's needed to the people who need it, when they need it, wherever they are.

Applying technology to help businesses be more productive and connected, we also make it easier for clients to manage and support that technology for improved visibility of how their business operates.

Our knowledge, skills and experience enable us to deliver solutions which are business critical, time critical, geographically dispersed and logistically complex, using the best technologies for the purpose.

Working with clients' service providers and our technology partners, we make sure what we deliver is well-engineered, integrated and good value for money.

- We work with businesses of all sizes, in all industry sectors.
- We understand the needs of federal and state governments, including Defence.
- We can provide national coverage: metropolitan, regional and remote.
- We choose the most appropriate and cost-effective technology to suit our clients' businesses.
- We adopt processes and methodologies that minimise risk and assure success.

Having delivered projects totalling more than \$1.5 billion, CDM has been using technology to solve business problems for more than 27 years.

The focus is on achieving our clients' desired business outcomes, creating value and maximising their return on investment.

It's an approach that's earned us lasting business relationships—partnerships we value.



Our team is recognised by clients and ICT industry peers for their enthusiasm and energy.

CDM knows that a highly qualified and professional team is vital for delivering solutions and services that help clients attain their planned business outcomes.

We believe in and are dedicated to:

- total customer satisfaction, making sure clients get what they expect
- continual improvement, keeping up-to-date with industry trends and new ways of doing things
- employee engagement, sharing with each member of staff the combined knowledge, skills and experience of CDM's team.
- As the face of our brand, our people are the reason we have developed lasting relationships with some of Australia's most well-known organisations. That is because CDM people know how to give clients what they want — no matter the size of the business, the industry it is in, or the business challenges being faced.
- Of course, our people are continually developing their knowledge and skills — whether it is keeping up with product and process certifications, being trained in and learning to use new tools and practices, or attending trade shows, seminars and conferences.
- So, whatever the assignment, our clients are assured of getting the right people for the job.

Our values

Customer first. Customers are our #1 priority. Make them feel valued. Ensure everything you do has a positive impact or benefit for the customer. They are the reason we are here.

Sense of urgency. Time is a valuable commodity. Make the most of every minute, every day. Plan, prioritise and have purpose in all of your activities. Manage expectations and deliver what we promised, when we promised it.

Attention to detail. Pay attention to detail in everything that you do. Take the initiative and anticipate problems. If you see a mistake or suspect there is an issue, tell someone before it has an impact on a customer or a colleague. This ensures that all of our work is of the highest quality and avoids problems down the track.

Positive attitude. Be positive in everything you do. When you are positive, it is reflected in all of your interactions with customers and colleagues, and it permeates the work you produce.

Professionalism. Clear and effective two-way communication underpins our success. Collaborate with our customers and your colleagues by communicating effectively. Meet or exceed your commitments to our customers and your colleagues. And take pride in how you present yourself.

Services

The full spectrum of technology services for consulting, delivering and managing ICT needs.

From helping clients set their strategic direction, through to designing, building and implementing ICT solutions and then managing and supporting them afterwards. CDM can provide as little or as much assistance as needed.

Working closely with our clients, we keep an eye on the details that matter to deliver successful, organisation-wide programs.

We help each client take full advantage of today's innovative and flexible technology options to transform the way their business operates.

Consulting Services

- ICT strategy development
- Enterprise architecture
- Technology architecture and design
- Business analysis

Solution Delivery Services

- Project management
- Solution deployment
- Program management office operations
- Advanced requirements management

Managed Services

- Service Desk
- Managed network services with our Network Operations Centre
- SD-WAN
- Managed security services with our Security Operations Centre
- End-user computing services
- Managed Cloud Services
- Managed Infrastructure

Consulting Services

Whether it is helping with ICT consulting, specific technology expertise, or the ever-changing demands of business operations, CDM's Consulting Services help deliver the outcomes clients expect.

We develop roadmaps, architectures and investment recommendations that facilitate collaboration and buy-in for the ICT strategies and other transformation initiatives that enrich business.

Our people have the knowledge, skills and experience to steer businesses through change:

- getting to know our clients and working with them, making sure our thinking is crafted to match their goals and the level of innovation they're prepared to accept
- solving their business challenges with expert guidance, whether they need strategic advice to steer a technology change initiative; a technology partner to design, build and implement a total, working solution; or something in between
- applying knowledge and expertise — individual and collective, ours and the client's — to help them achieve the outcomes they've planned for.

To get it right, we make sure we know what technology the market has to offer and what a client's competitors are doing. We think beyond a client's business to their customers'.

Then we combine and balance the required people, processes and technologies to give clients the best advantage.

Project Delivery Services

Covering all types of project services for engagements of all sizes, CDM's Project Delivery Services focus on meeting clients' requirements, delivering to specification, on time and on budget.

We can spearhead major business transformation initiatives or manage a single project. Our offering is flexible enough to provide clients with as much or as little assistance as they need, whether it's for direction, control or support.

CDM's Solution Delivery Services are designed to give clients the edge:

- achieving the expected business returns through shorter time-to-market and increased customer take-up of new offerings. We bring the leadership and pragmatism to help clients do that.
- confidently applying our capability to complex, high-value or mission-critical programs. Our project services assist clients to realise required business outcomes — potentially across multi-channel distribution arms such as agents, direct and web — and achieve required enterprise-wide change.
- protecting and adding value to a business's bottom-line. We employ our library of processes, templates, guidelines and tools for project and program management, and monitor value creation across each stage of the project lifecycle.

With technical discipline, project management discipline and our people's enthusiasm for what they do, CDM is able to give each solution the dedication it deserves.

Managed Services

Because we manage the processes which help guarantee technology keeps operating, our clients can have confidence that their business services are fully available to customers.

CDM's Managed Services give clients the support they need to keep their technology services running smoothly, so they can:

- focus on their core business, without worrying about how well their technology is running
- make use of the skills and experience of CDM's subject matter experts, and reallocate their own resources to perform the tasks of most value to the organisation
- meet exceptional service demands with confidence, knowing they can call on a larger team to provide the required levels of service, without the costs of building and supporting that team internally.

CDM uses ITIL-aligned tools and processes to support and maintain technology services, with our 24/7 Service Desk as a client's single point of contact for all technology-related issues.

We take the time to get to know each client and how their business operates so that we understand exactly what's needed to succeed.

With CDM's Managed Services providing the availability, capacity and support services needed for ICT, clients are able to concentrate on their core business and use their valuable resources where they're needed most.

Solutions Portfolio

The experience and skills to deliver and support the commercial, industrial and military communications solutions that business depend on.

CDM's solutions provide the technology and support that businesses need for reliable, secure and cost-effective business services:

- connecting people to applications and applications to data, efficiently and effectively, and providing total visibility of how networks are operating
- taking the ability to collaborate to a new level with media-rich applications which give businesses multiple options for connecting people to people
- Protecting information with secure communications, purpose-built to suit our clients' environments.

Using CDM's team means avoiding the significant time, cost and learning curve required to keep up with today's constantly evolving technology.



Network	WAN LAN Wi-Fi SDWAN Application Prioritisation Network Operations Centre Managed Router Migrations New Business Solutions Remediation
Voice, video and unified communications	Skype for Business Life-size Microsoft Teams Mitel On-Premise Cloud
Server and storage	Hyper-converged Composable Infrastructure Smart Arrays Backups Onsite and to the cloud Migrations New Business Solutions Support Services Intelligent Management
Data centre	Private Cloud Protected Networks Relocation Audit Migration Provisioning Integration
Public Cloud	Azure Office 365 One Drive for Business SharePoint Online Advanced Threat Protection Backup for Office 365 and VDC InTune Secure Access Mobile Device Management Digital Transformation New Business Solutions
Field Services	Voice and data Electrical Patching Hard MACs Smart Hands Management Supply
End-user computing	Desktop and mobile Windows and Mac VDI Citrix End User Support Procurement
Security	Next Generation Firewalls UTM Zero Day Protection Secure Access Multifactor Authentication SIEM Data Leak Prevention Security Operations Centre

Managed Services

Whether acting as a service provider or an extension of a customer's won team, CDM's Service Desk services are tailored to meet you every requirement.

- Operating 365 days a year, the CDM Service Desk offers you the choice of 8x5, 24x5 and 24x7 support packages.
- The Service Desk is the single point of contact for your users' service requests and incidents. Staffed with a dedicated support team, the service can be branded to suit your organisation's requirements.
- Aligned to ITIL, CDM's Service Desk follows industry-recognised IT service management practices, which are rigorous and reliable.
- Service Desk operators manage incidents from Level 1 triage through to resolution, regularly reporting progress and addressing requests for information through your chosen point of contact.

The same support person monitors a ticket, keeps the user updated and maintains ownership of the ticket until its resolution.

Features and benefits

- Operates 365 days a year from CDM's head office in Sydney
- Choice of 8x5, 24x5 and 24x7 support packages
- Staffed with local operators who understand the needs of Australian users
- Flexible telephony options enable customer branding, with different logging and reporting choices
- Single point of contact, with dedicated support for each ticket, so users always know who they're dealing with
- Jobs are assigned to the right people, from the outset, for fast resolution of incidents
- Customised service that evolves as customer requirements change

Service Portfolio

Service Desk

24/7 support | Phone and email | Call handling and incident Management

Service Management

Capacity Management | Service Continuity Management | Supplier Management | Change Management | Event Management | Asset and Configuration Management | Knowledge Management | Continual Service Improvement | Vendor Management

Operations

Account Management | Service Delivery Management | Monthly Reporting | Monitoring | Customer Portal | Service Level Management

Infrastructure Management

End User Computing | Cloud | Server and Storage | SD-WAN | LAN | Security | Telephony | Collaboration | Applications

Project Services

Strategic Architecture | Project Management | Professional Services | Field Services | Moves, Adds and Changes | Procurement

Tailored Solutions

Fully Managed | Proactive | Reactive

Partnerships

Partnerships matter to CDM.

They are a principal part of how we do business: partnerships with our clients; partnerships with technology vendors.

Our goal of building and sustaining long-term relationships with our clients means they get the best possible project outcomes.

The better our understanding of their business needs and strategy, the better we're able to refine what we deliver, for maximum business benefit.

Our technology partnerships enable us to maintain in-depth knowledge of the best products on offer, as well as gain insight into industry trends and likely developments.

It's one of the ways we make sure clients get the right solutions to achieve their expected business outcomes.

CDM's engineers and technical specialists are experienced and skilled in the design, implementation and management of large-scale, multi-vendor environments.

Trained and accredited by our vendor partners, our team have and maintain the requisite skill sets for their field.

Clients can be confident that they're dealing with the right people when engaging CDM, as we help them achieve the business benefits of a multi-vendor network:

- reducing operating costs
- being able to respond quickly to changing market conditions
- gaining competitive advantage
- improving productivity
- guaranteeing a measurable end-user experience.



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NETWORKS

BriefCam

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edesix

CISCO

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MARCH
An Infinova Company

HUAWEI

THRUVISION
PEOPLE-SCREENING

NUTANIX

Genetec™



Communications Design & Management Pty Limited

An Australian-owned private company, CDM provides the full spectrum of ICT services, from consulting to delivering and managing technology needs. CDM specialises in innovative, business-centric ICT services and solutions, where the focus is on achieving desired business outcomes, creating value and maximising return on investment.

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Contact us

Find out more about how CDM can help your organisation.

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