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CIO &gt; MIS100

## Telecom New Zealand(MIS100 2009)

By CIO staff | Friday, July 24 2009

2008 ranking: 7

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## Senior IS executive:

Bradley de Souza, general manager technology operations

Reports to: Frank Mount, chief transformation officer  
Size of IS shop: 6038

PCs: 4750

Mobile PCs: 4850

Terminals: 1220

Hand-held devices: 2000

Total screens: 12,820



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- Te Wananga o Aotearoa(MIS100 2009)

Industry: Information

PC environment: IBM; Windows XP, Vista

Server environment: Sun, HP, IBM, AIX, Windows

DBMS: Oracle, SQL

Address: Telecom House, 68-86 Jervois Quay, Wellington

Website: [www.telecom.co.nz](http://www.telecom.co.nz)

Key IS projects this year: ERP; CRM; virtualisation; VoIP; wireless, disaster recovery; utility computing technologies, services and platforms; Web 2.0 technologies; knowledge management systems; mobile technologies and services; business transformation projects.

Bradley de Souza GM, technology operations: Telecom's ICT budget is down by more than 10 per cent in 2009. This is due to operational expense, rather than being economy-related, and should be seen in relation to a massive increase in a capital expenditure of up to \$1.3 billion for the fiscal year."

Full operational separation, keeping cost increases to a minimum and strategically outsourcing where appropriate, are equally top of mind for Telecom New Zealand in 2009.

Bradley de Souza, general manager technology operations, says ICT is understandably used throughout the organisation — in the separation of data, in process change and in the management of customer data.

"Chinese walls are now digital walls," says de Souza.

Telecom's ICT budget is down by more than 10 per cent in 2009. This is due to operational expense, rather than being economy-related, and should be seen in relation to a massive increase in capital expenditure of up to \$1.3 billion for the fiscal year, says de Souza.

ICT projects undertaken in the past 12 months include investment in ERP, CRM, virtualisation, VOIP, wireless, disaster recovery, and utility computing technologies, services and platforms. It is also working with Web 2.0 technologies to maintain relevant web channels that enhance the online experience and deliver the customer more valuable information.

In 2009 Telecom will continue work on the above projects, in addition to initiating new project work in the areas of knowledge management systems and mobile technologies and services. Telecom's new mobile network service, based on WCDMA technologies, launched in June this year and is expected to deliver significant customer benefits including seamless business global roaming and other mobile applications and services.

De Souza says other significant areas of ICT investment for 2009 include delivering fibre to the node, operational separation and business transformation projects.

Telecom New Zealand uses outsourced partners for some ICT functions. These include EDS for host and PC maintenance, backup and helpdesk services, along with EDS and Alcatel Lucent for systems and network management. The Telecom call centre is managed by Teletech and Sitel, and the datacentre by EDS and Telecom subsidiary Gen-i.

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