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Telecom New Zealand(MIS100 2010)

By Jess Meyer | Thursday, May 27 2010

2009 ranking: 8
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Senior IS executive: Bradley de Souza, general manager technology operations
Reports to: David Havercroft, chief transformation officer
Size of IS shop: 6038



PCs: 4750
Mobile PCs: 4850
Terminals: 1400
Hand-held devices: 2500
Total screens: 13,500

Industry: Information

PC environment: Windows XP, Vista; Lenovo; HP; Apple

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

DBMS: Oracle, SQL

Address: Telecom House, Hereford Street, Auckland

Website: www.telecom.co.nz

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

This year will look much as 2009 did for Telecom, in terms of IT projects, with investments continuing in ERP, business intelligence, cloud computing, CRM, virtualisation, VoIP, wireless, knowledge management, business continuity, mobility and e-business solutions. Data migration will continue as a key intrinsic business activity, as hardware is upgraded and platforms are moved.

New to the landscape is a focus on unified communications, with a goal of increasing productivity as the organisation plans a move to new premises sometime before the end of the year, according to Bradley de Souza, general manager technology operations, a part of Telecom's Technology Transformation and Shared Services division. "It is really about making better use of communications that have developed over the last couple of years, such as presence at the desktop and instant messaging, for example," he says.

Attention will undoubtedly be focused on the organisation's XT network, establishing the cause of faults and strategising future procedures and relevant technologies. Currently, the XT network is in a state of "high care", with a lot of resources invested.

Proven technologies are being evaluated and utilised based on their tangible uses to Telecom as a business. The IS department will be looking to leverage equipment more efficiently, such as with the investment in virtualisation, where a focus is on implementing better flexibility to scale up or down on demand.

As part of the broader regulatory undertaking, data compliance will be a focus for Telecom, ensuring that only the right business units have access to the right data at any given time. With the government-mandated operational separation, de Souza's team will be faced with the challenge of trying to increase or maintain efficiency through the transition and separation. "There will be a natural impact on efficiency, and we need to get as much equivalence as we can for our customers," he says. Any opportunities that come with the separation will be found in replacing older systems with newer, more modern alternatives.

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events

MIS100 Event

Date: 26 May 2010

Venue: Crowne Plaza Hotel, Auckland

Topic: Presenting the MIS100, the annual report on the top ICT-using organisations.

Sponsor: Microsoft, Gentrack

For more information about the MIS100 2010, [click here](#)

CIO Awards 2010

Entries/nominations are now open!

» **CIO of the Year Award**
 Sponsored by: NetApp

» **Excellence in IT Recruitment Award**
 Sponsored by: ITCRA

Closing date for submissions is Thursday, 24 June 2010.

2010 CIO Summit

Date: 20 & 21 July 2010

For more information about the CIO SUMMIT 2010, [click here](#)

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20th & 21st July 2010
 SKYCITY Convention Centre
 Auckland

Confirmed speakers:

» Mike Clarke
 » Phil Brimacombe
 » Julia Raue
 » Liz Gosling
 » Peter McDowall
 » Vernon Turner
 » Hamish Grant