Our consultants are equipped with a pedigree of hands-on skills and experience. They are able to engage at all organisation levels and translate business needs and requirements into technical specifications, designs and implementations.

ENTERPRISE SERVICES

- independent advice
- dedicated to the research & education sector
- end-to-end technical expertise
- advice through post implementation
Since our launch, we have provided practical solutions for a broad range of projects, assisting the Information Technology Services departments of universities and other customers with greenfield network blueprint design, disaster recovery plans, data centre audits, commercial report sanity checks, videoconferencing facility optimisation and the management of a multi-campus learning space upgrade, among other assignments.

What are the benefits of working with us?

- Independent vendor-agnostic advice
- Highly skilled and experienced consultants
- Expertise available on demand
- Competitively priced
- Practical solutions for turning ideas into action
- Trusted advisor for Research & Education sector
- Uniquely positioned to advise on local enterprise, national and international network needs
- Access to best practice and trends across the global network of National Research Networks (NRENs)

We always consider:

- Research & Education sector relevancy
- Value for money
- End-to-end service performance
- End-to-end security
- User and administrator usability
- Resiliency and robustness
- Future growth
- Future infrastructure and application integration

We offer specialised expertise in four key service areas:

- Enterprise Architecture (Technology)
- Data Centre and Cloud Infrastructure
- Rich Media Collaboration
- Enterprise IT Planning

We collaborate with our customers to enable them to leverage the high-performing capabilities of our network in cost efficient ways.

Our services:

- Independent consulting advice for cloud, data centre and other IT services and network infrastructure needs for teaching and learning, research, and administration
- Sanity checks of reviews, designs and implementation plans
- Project management of isolated and interdependent IT projects in our areas of specialisation
- Procurement management (RFP) for selection of third-party services and software
- Vendor management of multiple IT suppliers, such as carriers, integrators, software, facilities
- Troubleshooting suboptimal IT service and infrastructure performance issues to resolution
- Turnkey delivery of IT services and network infrastructure, from capability assessments through design to implementation
- Technical expertise on demand to support gaps in skills or resources, with access to AARNet’s 24x7 Network Operations Centre for monitoring and reporting
- Business impact analysis and risk assessment exercises to prepare, update and test business continuity plans and information technology disaster recovery plans
- Communication of cross-department expectations for the preparation and execution of business cases, technical infrastructure and services requirements and designs, and data management plans
- Customised technical workshops and training to support professional development for IT Services staff

AARNet’s Enterprise Services consulting division was formed in response to customer demand for independent technical advice and access to our engineering expertise.

Testimonials

“Finding a vendor-agnostic advisor when working on critical infrastructure projects is extremely valuable. AARNet understood our requirements and provided high-quality technical advice that helped with our data centre-selection decision-making process.”

— Tom Townsend, Networks and Data Centre Manager, University of Canberra

“Competent and professional AARNet personnel worked with us to implement configuration changes to our boardroom videoconferencing facilities and simplify user access processes. They also provided invaluable skills transfer.”

— Scott Cooper, ICT Support Manager, Australian Research Council

“AARNet took UNE through a thorough business continuity plan redevelopment process and created an online hosted and actionable continuity plan that provides significant assurance to the UNE executive of our capability to respond to an emergency. The quality of work was excellent.”

— Robert Irving, Executive Director Operations, University of New England

“We sought independent expert advice from AARNet to assist in determining the most appropriate videoconferencing managed service solution for the university. With an understanding of our requirements and in-depth knowledge of the industry, AARNet’s advice was extremely helpful as part of our evaluation process.”

— Rick van Haeflen, Director IT, Australian Catholic University