

## CDM at a Glance:

- 100% Australian owned company established in 1991.
- ISO 9001:2000, ITIL and AIPM accredited.
- Small to Medium Enterprise with nation wide coverage.
- 9<sup>th</sup> Top Australian SME to Defence.
- A client base that spans all sectors including financial services, Federal and State Governments, including Defence and education.
- Unrivalled capability and experiences in complex and logistically challenging projects.
- Strategic alliances with many of the leading vendor suppliers.

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## The CDM Difference

### Delivering Business Value:

CDM is about more than project delivery. We are about delivering business value and enabling productivity through efficient technology deployment. That is why we partner with the leading vendor suppliers to provide end-to-end ICT network, security infrastructure and lifecycle management services.

### Value for Money:

CDM is significantly involved in the areas of Federal and State Government including Defence and education. As a Top 20 SME with the highest levels of security clearances, we are entrusted to provide solutions and services that are highly available, reliable and secure. Subsequently, we also present a thorough understanding of the imperative for Value for Money focusing on outputs, whole-of-life costing, risk and risk management.

### CDM Your Essential Partner:

We continually build upon our knowledge and expertise in ICT systems and technology through a continuous improvement program to maintain ourselves as an innovative, reliable and flexible provider. We plan, design, build, integrate, set to work, and manage ICT infrastructure solutions that help hundreds of clients achieve their business goals.

Our mission is to work in partnership with our clients to provide business centric ICT services and solutions that are cost effective and provide value. Our approach is fundamentally customer-focused with an emphasis on quality. Our service delivery is based on proven systems and industry best practices and standards, yet is flexible and agile enough to adapt to changes in technology and your business needs.

### Why Choose CDM?

CDM recognises your need to realise business efficiencies and effectiveness whilst keeping pace with technology innovation. That is why we offer solutions that provide the greatest technical capability with the lowest through-life costs.

CDM believes we should be chosen as your ICT services and solutions provider because we have a proven track record and will provide excellent Value for Money. CDM offers fully compliant, low risk, well priced, and highly capable solutions.

Our reputation for providing best-of-breed solutions and support comes from our flexible and capable project management approach, our solid relationship with leading vendor suppliers and a thorough understanding of your requirements.



### Strategic Alliance Partners:

Through our partnerships, CDM is positioned to advise on the best Network, Security and Systems Integration technologies that fit with your strategic business processes and directions. Our reputation for providing best of breed solutions, and our affiliation with many of the leading vendor suppliers, means that we are well placed to meet all of your ICT needs.

ISSUE

# 09 Company Profile



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## Who are we?

Communications Design & Management Pty Limited (CDM) is an innovative company with a proven track record in the delivery of business centric professional Information and Communications Technology (ICT) services and solutions to Corporate Australia, Federal and State Government and Defence.

Established in 1991, CDM is an Australian-owned Small to Medium Enterprise providing innovative, reliable and flexible services and solutions designed to meet our clients' business needs now and into the future.

CDM's operations are based on a strong project management focus and capability, with extensive systems engineering and technical expertise to create customised client solutions. CDM consistently delivers high quality, cost effective products on schedule and within budget. CDM's proven expertise, experience and discipline allows us to accept total project responsibility.

CDM's reputation and growth in the marketplace is a result of delivering high quality services and solutions to all clients, and by working together we ensure your business outcomes are achieved.

CDM is ISO 9001:2000 certified, an Australian Government Endorsed Supplier and business partner of many of the world's foremost technology manufacturers. Whether you are a small to medium enterprise, a large corporate business or a Government Department, CDM has the experience, credentials and capability to deliver and support technology based solutions to drive your success.



CDM maintains an accredited ISO9001 Quality Management System for the provision of project management and ICT solutions.

### CDM's Vision

Be a premier provider of Project Management and Information & Communications Technology Solutions and Services.

### Our Mission

To work in partnership with our clients to provide business centric Information & Communications Technology Solutions and Services that are cost effective and provide value.

### Our Values

Our values capture the essence of who we are and the spirit that drives our work performance. They are the foundation for the way we conduct business, make decisions and treat each other.

**Excellence.** We are dedicated to excellence and continuous improvement in all that we do.

**Ethical Conduct.** We are committed to conducting business in an ethical and socially responsible manner.

**Commitment to People.** We are committed to developing our greatest resource, our people.

**Team Spirit.** We will support each other to get the job done.

**Customer Delight.** We will work to continually delight our clients with innovation and value in what we do.



## Principles for Project Management Success

CDM has adopted an enterprise approach to project management; our established Project Management Office manages the three pillars of success:

- **Processes:** *Develop* and *Maintain* a set of Enterprise Project Management (EPM) procedures, methods and application processes.
- **Skills and Training:** *Develop* and *Maintain* sufficient technical and project management resources.
- **IT Infrastructure:** *Manage* and *Maintain* the enterprise management software toolset.

CDM has an established Enterprise Project Management system toolset essential to manage, monitor, and assess the status of all projects in our portfolio, through a set of uniform processes, methods and applications.

CDM's Enterprise Project Management system provides for more effective and efficient governance of the project portfolio, through superior schedule management, status reporting, standardisation, resource management, earned value management, risk management, version control, and accountability.



Large enough to provide the capability you require, yet small and agile enough to respond quickly to your needs

## Our Organisation

CDM's capability stems from our team of over 150 technical and project management resources throughout our four branches in Sydney, Canberra, Brisbane and Melbourne.

Our team consists of highly qualified and dedicated ICT professions. We draw upon our years of practical experience, up-to-date technical knowledge and an understanding of the business needs to develop scalable solutions that deliver sustainable value. Our people believe in providing a quality service above all other measures.

Our Project Management staff typically have 5-10+ years experience in project management (including resource management, budgeting, scheduling, monitoring and reporting) and technical capabilities in the relevant ICT technologies.

Our PMs are all experienced with Business Case preparation, Change Management, System Migration, managing relationships, and communications.

Qualifications include, but are not limited to: Tertiary qualifications in ICT-related fields, Diploma of Project Management; MPD; PRINCE2 Practitioner; and MAIPM.

Our Technical staff typically have 5-10+ years knowledge and experience in ICT standards, systems engineering, project consulting, scoping detailed designs and plans, ICT system audits, providing managed solutions and a comprehensive knowledge of relevant technical products and standards (including video, voice and data network and communications infrastructure, firewall, storage and security platforms).

Qualifications, include, but are not limited to: Tertiary qualifications in an ICT-related field; Microsoft Certification, Cisco Certification, Juniper Certification, 3Com Certification and many others.

CDM operates with a project orientated organisational structure and maintains a Project Management Office (PMO) within each Branch. Corporate Governance is controlled and managed from our Head Office in Sydney, while tasks and projects are managed out of the Branch PMO.



## Our Service Provisions

CDM offers a variety of service offerings in the ICT space. These include:

**Project Management.** Our core service includes the capability to manage the delivery of specified projects and support services activities within an agreed scope, budget and timeframe. CDM's project management services include: Project Management Office Establishment, ICT Business Case Development & Project Definition, and Project Delivery (Technology Deployments).

**Design, Integration & Implementation.** Our core capability includes CDM's Technical specialists whose high level of technical skills allows them to be effective within a design and rollout team. CDM's engineering services include: Network planning of the ICT environment (including WAN / BAN / LAN and WLAN, QoS, and VoIP) and related installation services; Network Hardening (eg setting up intrusion detection & prevention systems and firewalls); Engineering Design & Product Support; Configuration Management; and Acceptance Testing (including off-site test lab facilities).

**Consulting.** Strong governance, architectural direction and optimised policies, processes & procedures are required to deliver real value to business and end users alike. Our ICT consulting services are based on industry recognised methodologies including PRINCE2, ITILv3, CoBIT and the Microsoft Infrastructure Assessment Framework (IAF). Our consulting offerings include: Application Portfolio Assessment & Optimization, Business Continuity Planning, Business Readiness, Comparative and Recommended Best Practice Benchmarks, IT Strategic Planning Services (ICT project definition and engineering design), IT Management Organisational Workflow Analysis and Design, ITIL Based Performance Management & Improvement, Microsoft Infrastructure Assessment Framework, and Project Management Office establishment.

**Business Services.** CDM broad qualifications and experience allow us to support many of your business problems. CDM is a HP and Microsoft Gold Partner and leverages applications tools such as SharePoint, SQL Server, TRIM, Service Manager, Groove and Communications Server to build comprehensive distributed business solutions that can help solve questions including: Enterprise Content Management, Service & Asset Management, Knowledge Management, Records Management, Business Workflow, Team Collaboration, Business Dashboard Reporting and Cross-Application Integration.

**Managed Services.** Our flexible delivery model and strong alliance relationships allow us to create Managed Service arrangements that are tailored to the specific needs of your organisation from delivery of an entire outsourcing solution down to providing specialised services not economically maintained by a customer. Business will benefit by having their external service delivered with full accountability and at a competitive price.

**Network Security.** CDM provides a comprehensive set of Security services to support the design, installation, operation, management, and continuous improvement of your IT infrastructure. CDM's Security services are control based and designed to meet industry best practice security objectives including the preservation of confidentiality, integrity and availability of information; in addition to other properties such as authenticity, accountability, non-repudiation and reliability. Our services include: Security Assessment Services including IRAP Security Threat and Vulnerability Assessment, Network & Security Architecture Services, Security Technical Services, and Security Management Services.

## EYE ON IT Current Industry Trends

CDM prides itself on the professional development of its Staff. In addition to a funded training program, each member is encouraged to attend relevant industry seminars and events, as well as actively participate in associations such as the Australian Institute of Project Management (AIPM), Microsoft Project Users Group (MPUG), Australian Institute of Management (AIM), and the Systems Engineering Society of Australia (SESA).

Our consultants work closely with all stakeholders to ensure that ICT strategies and programs support and enable business priorities and objectives.