



insightful
agility

**LEADERS IN
IT STRATEGY
AND
OPTIMISATION**

THE DIAXION ENGAGEMENT PROCESS

OUR PROCESSES ARE METHODOICAL, RIGOROUS AND ROBUST

STRATEGY

- Business Case
- Position Paper
- Strategy Development
- Business Requirements
- Development

TRANSFORMATION

- Design
- Audit/Review
- Road Map
- Cost Model
- Operating Model

IMPLEMENTATION

- Deployment
- Administration & Design Support
- Audit/Review
- Documentation

OPERATION

- Governance
- Mentoring
- Diamond Support
- Managed Services
- Audit/Review
- Cloud Transformation & Orchestration

STRATEGY AND BUSINESS CASE

Need a strategy or business case to provide you clarity or options on where to go next whilst ensuring alignment between IT and business strategy? Require expert advice to merge the business direction discussions with the IT requirements?

Diaxon has worked with all sized organisations to ensure alignment and provide strategic clarity enabling the business to proceed with confidence that IT is building what is required to enable their direction.

DETAILED DESIGN AND PREPARATION

Does your Company possess a strategy or outcome but is unsure how to get there in the required time and budget? Diaxon excels at providing clarity and direction around IT and business alignment in all scales of organisations and aspects of IT from auditing of current systems, design and road map through to operational governance and financials.

Diaxon can either take a lead role in the process or provide quality assurance across the transformation.

DEPLOYMENT AND READINESS

From Virtualisation to Storage. Data centres to Data bases. Diaxon provide a flexible approach to delivering and implementing independent technology solutions using highly professional and skilled people to provide independent technology solutions.

Diaxon have the required capabilities and expertise to deliver any IT solution, and are acknowledged as implementation experts and leaders across a broad range of IT areas.

OPERATIONAL EXCELLENCE

Best practice infrastructure and systems are of little practical use without several key items: Best practice governance, operational team structures, financial stability, having the IT service alignment to the business and most importantly a flexible and reliable support partner.

Diaxon ensure alignment of the financial, operational, skill-set and automation aspects of your IT will provide high levels of confidence and ensure excellence in delivery.

THE DIAXION ENGAGEMENT MODEL

CHOOSE THE WAY YOU ENGAGE WITH US

FIXED PRICE

Mutually agreed scope of works including key performance indicators and SLA's. Fixed and predictable costs for meeting all indicators and service levels are agreed to best serve your needs.

TIME & MATERIAL

Engage Diaxon on an audited Time & Material basis. An agreed charge-out rate is provided for all Diaxon 'best of breed' experts as well as an agreed cost and tender basis for all required outsourced materials.

PRE-PAID

Without having to go through the purchasing process for individual deliverables this option provided the flexibility of having a pool of hours to be used at any stage of your engagement.

WE DO IT FOR YOU

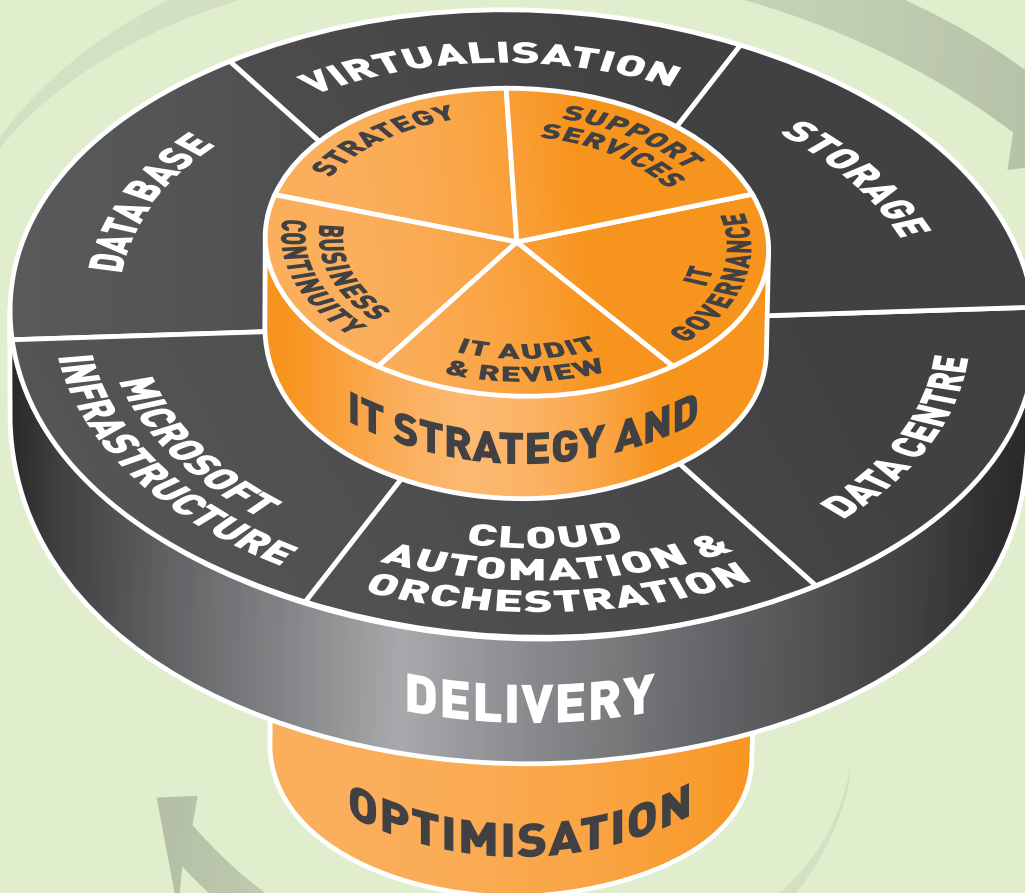
Engage Diaxon on a deliverable basis where we take on the scope and risk to deliver to your needs, providing our acknowledged industry and vendor expertise to minimise your risk and exposure.

WE TEAM WITH YOU

When you want to own the delivery and use your own internal resources but require certain levels and means of expert assistance to achieve your goal, we provide leadership and IP to work with and mentor your team.

YOU DO IT AND WE PROVIDE QA

Engage Diaxon at regular major milestones or an ad-hoc basis to provide quality assurance audit of all work whilst empowering your team to do the work.



THE DIAXION BUSINESS MODEL

Diaxion specialise in IT strategies to address individual business goals and integrate them with an IT solution that is optimised to achieve those goals

- **FLEXIBLE IN APPROACH**

Diaxion approach every engagement with total flexibility with the customer needs as paramount in order to provide insightful, innovative solutions aligned to your business needs with practical implementation to save money and add value.
- **INDUSTRY RECOGNISED EXCELLENCE**

Diaxion people are highly certified and experienced experts renowned and respected within the industry, who approach each project with an open mind and provide holistic strategic thinking with practical implementation skills.
- **PROVEN RESULTS**

Established in 2000 many of Australia's largest corporations (including many companies from Europe, the US and Asia) rely on Diaxion to perform with the highest level of service and complete and total reliability resulting in quality outcomes.

	BASE	BUSINESS	PREMIUM
Health Checks per year	-	1	2
Hours of Support	9am to 5pm Week Days	8am to 6pm Week Days	24/7
Response SLA	-	✓ 4 Hours	✓ 2 Hours
Monthly site relevant patch notifications	-	✓	✓
Monthly site relevant release notifications	-	✓	✓
Bi-Monthly newsletter	✓	✓	✓
Diaxon maintained documentation	-	✓	✓
Access Method	1300 number Email	1300 number Email Web Portal	1300 number Email Web Portal
Quarterly review meeting	-	✓	✓
Performance / Capacity	-	Optional	Optional
Mentoring Days / Residency	Optional	Quarterly	Monthly
Patch Deployment	Optional	Optional	Optional

DIAMOND SUPPORT WITH DIAXION

- **Regular health checks of your environment to ensure the infrastructure performs optimally to your business needs**
- **Access to Diaxon consultants knowledgeable on your business operations and infrastructure**
- **Access to a pool of highly experienced technical specialists, both during and after normal business hours**
- **Patch alerts relevant to your infrastructure**
- **Quarterly onsite visits to ensure currency with your environment**
- **Diaxon maintained site documentation**
- **Project overflow, backfill resource pool**
- **Mentoring**
- **Targeted training and update services**

Your IT infrastructure is only as good as the sum of its parts and how those individual parts perform both in isolation and together as a unified infrastructure. One of the key challenges for any customer is the diverse range of technologies which comprise the IT environment.

The vendors of these technologies are more often than not located off-shore and their support organisations required to deal with hundreds, if not thousands of different customers, all of which will have deployed an IT infrastructure which is different to the next.

Obtaining effective support in a way that reflects how the infrastructure needs to support an individual customers' business is a continual challenge. Diaxon Diamond Support is designed to address these challenges, and is available for a range of different technologies, from VMware, through to Platespin, Exchange and various database and Storage technologies.

Diamond support is not a replacement for vendor specific support and maintenance but a support partnership between diaxon and you, the client.