VOCUS
communications

LUKE MACKINNON,
CTO VOCUS COMMUNICATIONS

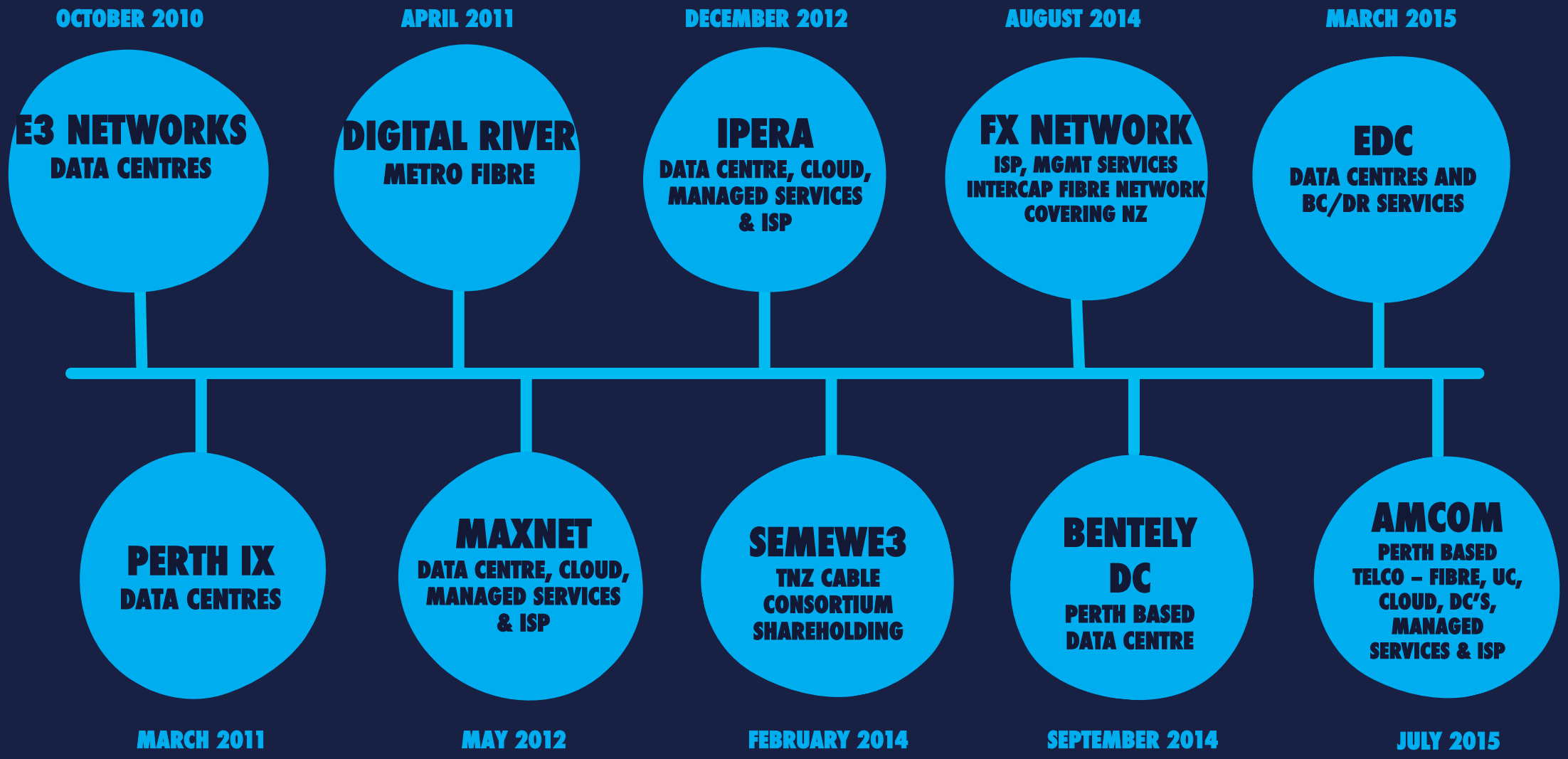
AUSNOG 2015
KEYNOTE PRESENTATION

VOCUS communications

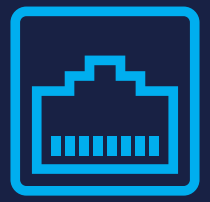
VOCUS:
IN THE BEGINNING

VOICE...
I GOT IT!
VOCUS
FOCUS...

50


OCTOBER 2010
E3 NETWORKS
DATA CENTRES
APRIL 2011
DIGITAL RIVER
METRO FIBRE
DECEMBER 2012
IPERA
DATA CENTRE, CLOUD, MANAGED SERVICES & ISP
AUGUST 2014
FX NETWORK
ISP, MGMT SERVICES INTERCAP FIBRE NETWORK COVERING NZ
MARCH 2015
EDC
DATA CENTRES AND BC/DR SERVICES
MARCH 2011
PERTH IX
DATA CENTRES
MAY 2012
MAXNET
DATA CENTRE, CLOUD, MANAGED SERVICES & ISP
FEBRUARY 2014
SEMEWE3
TNZ CABLE CONSORTIUM SHAREHOLDING
SEPTEMBER 2014
BENTELY DC
PERTH BASED DATA CENTRE
JULY 2015
AMCOM
PERTH BASED TELCO – FIBRE, UC, CLOUD, DC'S, MANAGED SERVICES & ISP

FIBRE



INTERNET

DATA CENTRES

CLOUD

UNIFIED COMMS

- 11,000 KM OF FIBRE
- 22 DATA CENTRES
- 19,500 CONNECTED BUILDINGS
- OWNERSHIP ON MULTIPLE SUBSEA CABLE SYSTEMS, SEMEWE3, AAG AND SOUTHERN CROSS

PEOPLE & CULTURE

OUR GOALS

TO BE THE MOST LOVED TELCO ON THE PLANET

VALUED AT $1 BILLION BY FY18

A TOP 10 BRW BEST PLACE TO WORK BY 2017

ONLY $ELL PRODUCTS THAT WE ARE GREAT AT

OWN THE 3RD MOST CONNECTED FIBRE NETWORK IN AUSTRALIA

2000+ BUILDINGS BY JULY 2015

"Never forget how exceptional we are" James R Spenceley, February 2014

OUR VALUES

CLEVER COMPANY

NO MUPPETS!

SMART PEOPLE, WITH A GREAT ATTITUDE, EMPOWERED TO DO THEIR JOBS

DON'T SCREW THE CUSTOMER

WE PUT OURSELVES IN THE CUSTOMER'S SHOES, WE TRY HARDER AND CARE MORE

BACK YOURSELF AND EACH OTHER

GROW AND LEARN TOGETHER, CHALLENGE THE STATUS QUO

MAKE A DIFFERENCE

ACT DECISIVELY, BE PART OF THE SOLUTION, AIM HIGH AND DO MORE WITH LESS

COMMUNICATE

MAKE TIME FOR OPEN, CLEAR AND CONSTRUCTIVE COMMUNICATION

Celebrate OUR SUCCESS

WE ARE PROUD OF WHAT WE DO AND HAVE FUN DOING IT

CUSTOMER FIRST

CHALLENGE CONVENTION

PASSION

STRAIGHT TALK

INTEGRITY

CAN DO

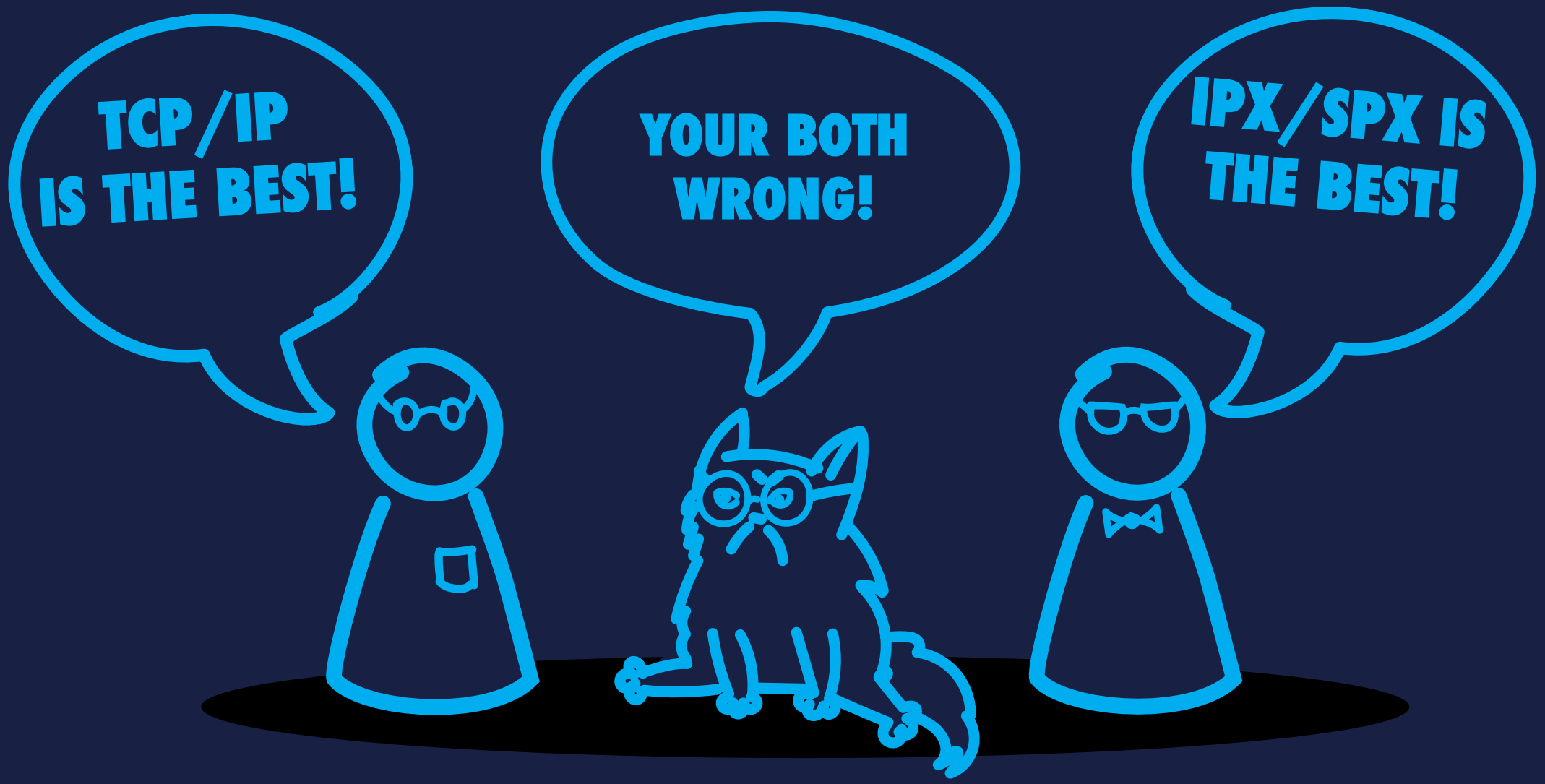
DOES IT MAKE THE BOAT GO FASTER?

WE'VE GROWN PRETTY QUICKLY...

TWO BRANDS ENTER... ONE LEAVES.

NETWORK INTEGRATION

HONG KONG
USA
SINGAPORE
AUSTRALIA
NEW ZEALAND


TCP/IP IS THE BEST!
YOUR BOTH WRONG!
IPX/SPX IS THE BEST!

IP TRANSIT

METRO ETHERNET

IP WAN

VIE

VOICE

CLOUD COLAB

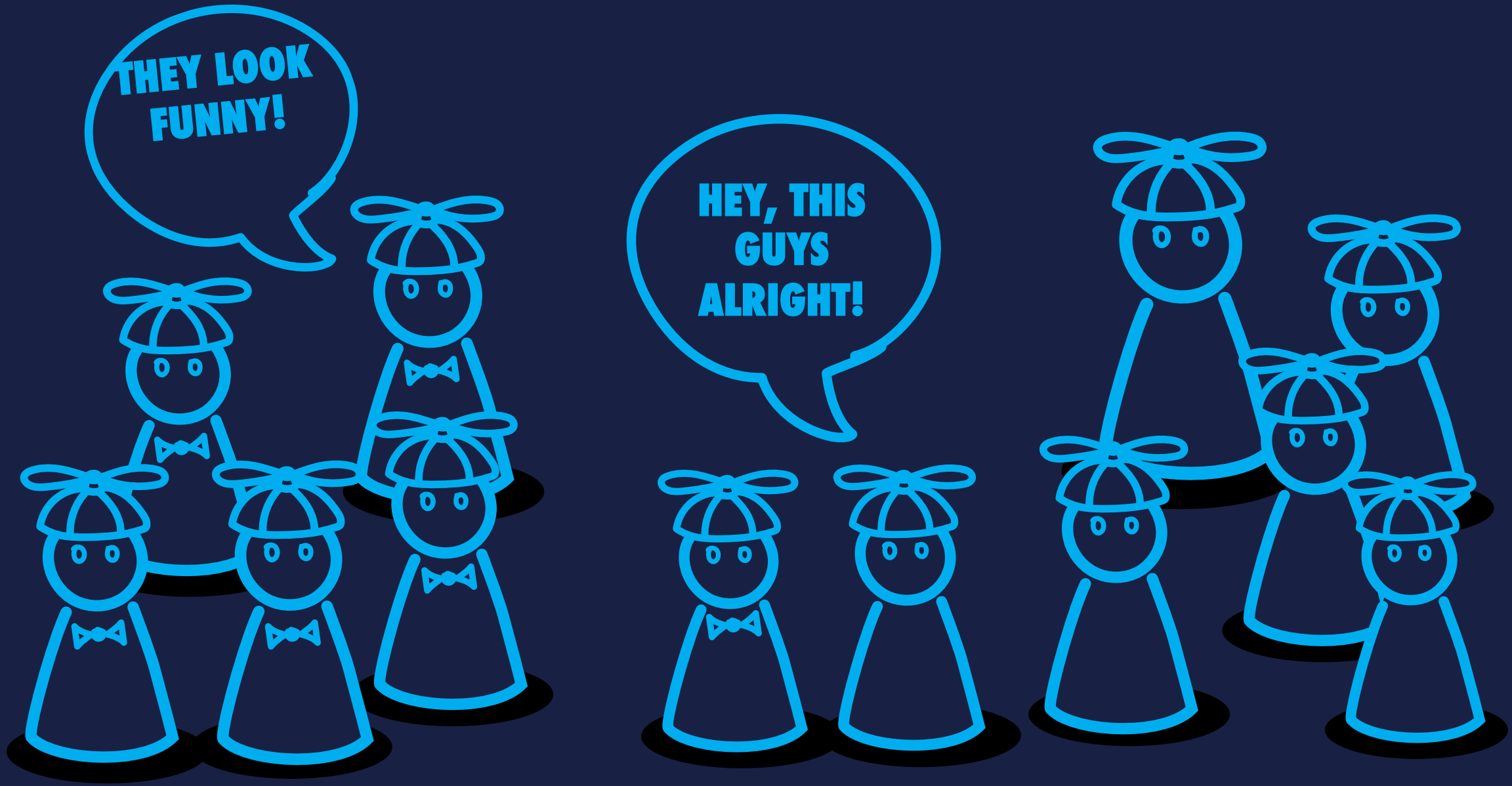
BROCADE

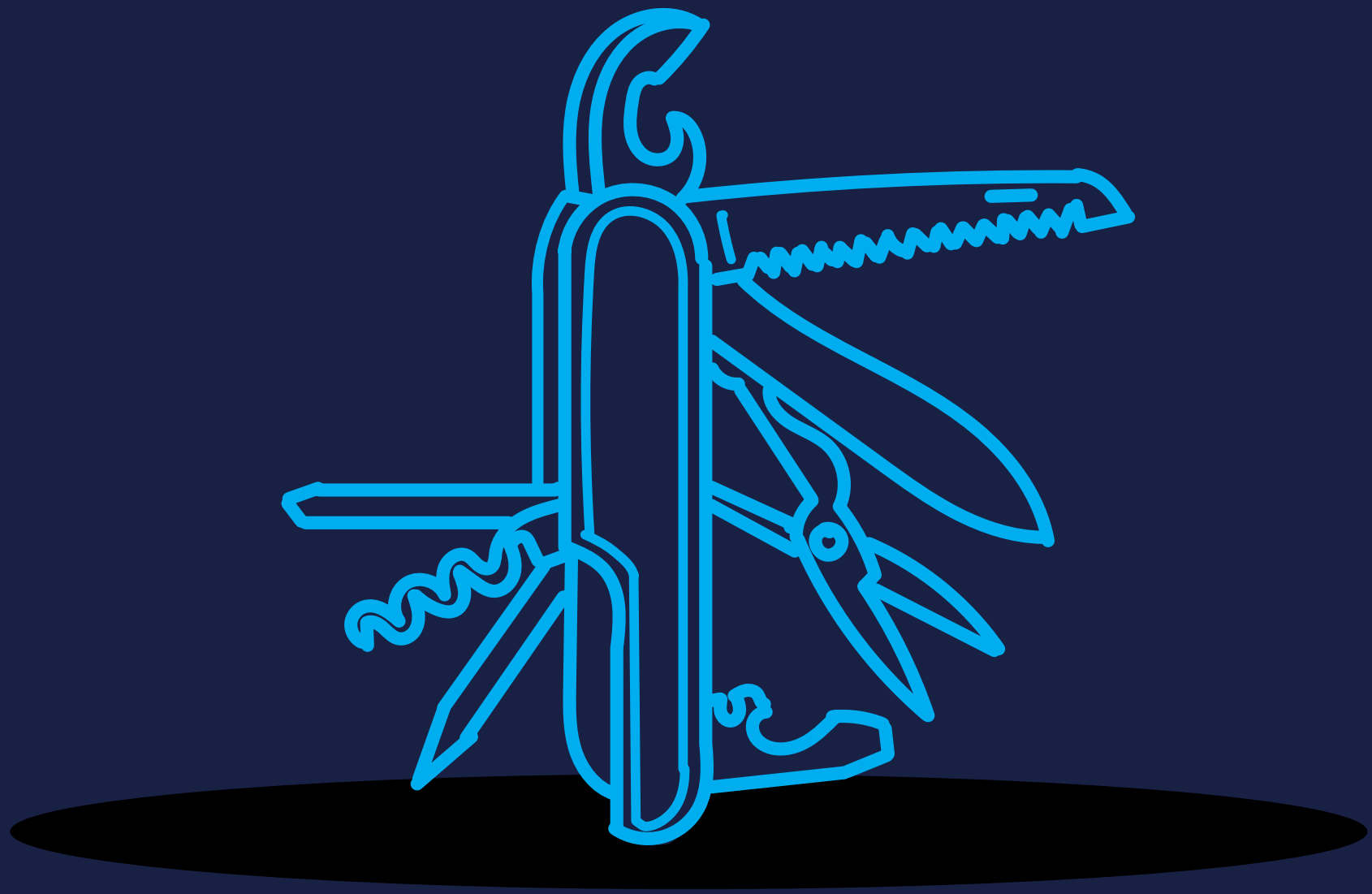
ALCATEL

ZTE中兴

OVERTURE

CYAN

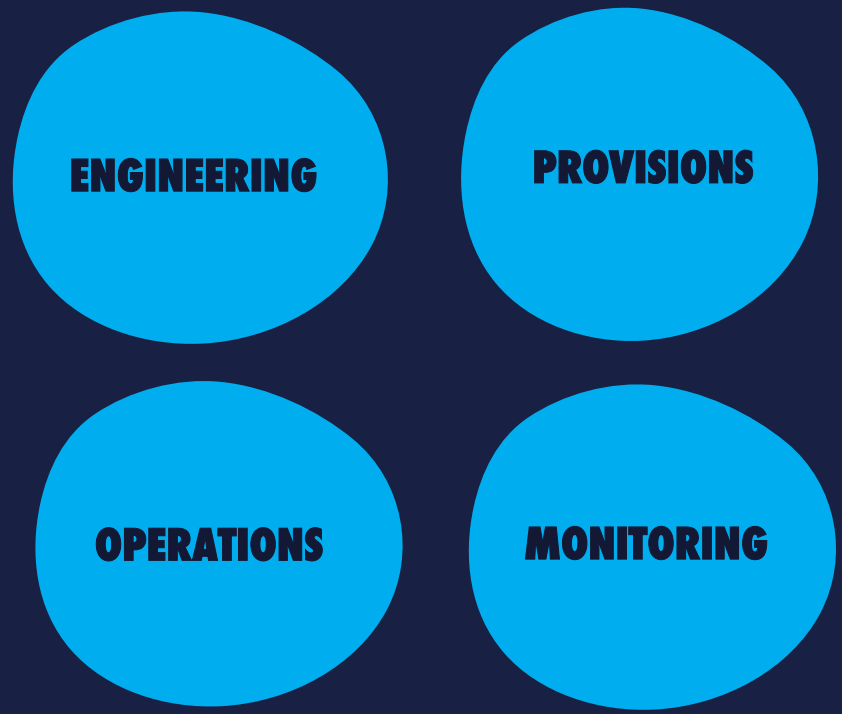

THEY LOOK FUNNY!
HEY, THIS GUYS ALRIGHT!



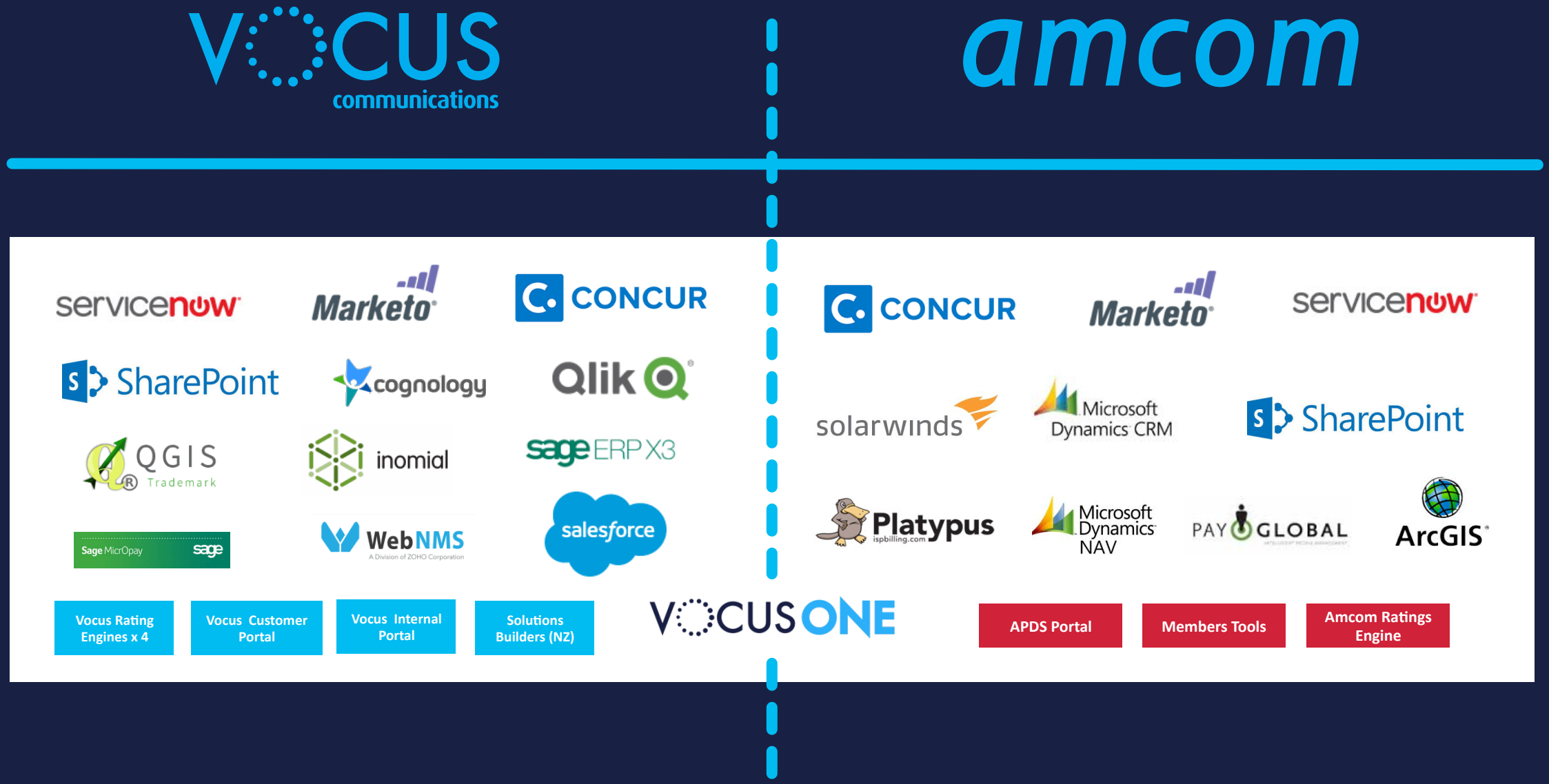
SYSTEMS

MAJOR BUSINESS SUPPORT SYSTEMS.

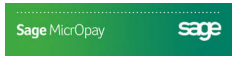
MAJOR OPERATIONS SUPPORT SYSTEMS.



Customer Interaction
Vocus Group(ex AMCL)
Multiple Entities
AMCL
VPL
ICPL
VNZ
Maxnet/Fyx
VFX
Sales
Amcom Customer Portal (ACP)
Lime CMS in Xpect (XLCMS)
Silverstripe (SVS)
CMS Made Simple (CMSMS)
Marketo (MKTO)
Website Replacement (WR)
Customer Portal (CUSTP)
Online Signup (ONS)
Docusign (DOCUS)
Service Qualification (SQ)
Provisioning
Amcom Customer Portal (ACP)
Ipera Voice (IPV)
Voice System (VOICE)
DSL Portal (DSLP)
Pacific IX Portal (PIXP)
EFM Ordering Tool (EFMOT)
Platypus (PLAT)
IP Tel Online Ordering (ITOO)
Stem7 (STEM7)
Support/Operations
Amcom Customer Portal (ACP)
Customer Portal (CUSTP)
IAAS (IAAS)
Network Status (ANS)
Vocus View (VV)
Amcom vCloud Director (AVCD)
Data Centre Access Portal (DCAP)
Incident Notification System (INS)
Open Services Networking (OSN)
VPS Portal (VPSP)
Broadsoft IP Tel (BIT)
DC Inductions (DCI)
Incident Notification System - Ipera (INS-I)
Site Access Request (SAR)
Colo Access Management (CAM)
Domain Management (DOMM)
Incidents and Outages (FXIAD)
Stem7 (STEM7)
Billing
Advan BPAY (APAY)
Stem7 (STEM7)
Amcom Customer Portal (ACP)
Time Trak (TT)
Credit Card Gateways (CCG)
Smile CAT (SML-C)
Reporting
Amcom Customer Portal (ACP)
Observium (OBSV)
CDR FTP (CDR-F)
Service Assurance Report (SRAR)
Ipera Internet Usage (IIU)
Smile CAT (SML-C)
Ipera Voice (IPV)
Stem7 (STEM7)
BSS - Sales
Pipeline/Marketing
Amcom DW (DW)
Salesforce - NZ (SF-NZ)
Marketo (MKTO)
Salesforce Account Search (SFAS)
Microsoft CRM (MSCRM)
Salesforce - AU (SF-AU)
Pricing and Quoting
Amnet Website (AMNT)
Customer Portal (CUSTP)
IT Quoter (ITQ)
Salesforce - AU (SF-AU)
Vocus Spatial System (VSS)
APDS (APDS)
Data Centre Quick Quote (QQ)
Pricing Engine (PE)
Service Qualification (SQ)
Wiki (WIKI)
ArcGIS (AGIS)
iCan Quote (ICAN)
Request Tracker (RT-VPL)
Solutions Builder (SOLB)
Cloud Quick Quote (CQQ)
Internal Portal (INTP)
Request Tracker - FX (RT-FX)
Contracts
APDS (APDS)
Platypus (PLAT)
Conga (CONGA)
Provisioning
APDS (APDS)
BSS - Billing, Finance &
Billing
Ipera Voice (IPV)
APDS (APDS)
Netflow (NFL)
FlowControl (FLCTL)
Smile (SMILE)
Stem7 (STEM7)
& Analysis
Amcom DW (DW)
Navision - AMCL (NAV-A)
Qlik Sense (QLIK)
SSRS (SSRS)
APDS (APDS)
Nectari (NEC)
Reporting Database (REPDB)
Stem7 (STEM7)
Jet (JET)
Platypus (PLAT)
Sage X3 (SX3)
Toolshed (TOOLS)
Microsoft CRM (MSCRM)
Profix (PRFX)
Smile (SMILE)
OUR COMBINED GROUP
ering, Provisioning & Operations
ITIL Incidents and Change
Enclosure App (ENCA)
Service Now (SRVN)
Support Centre (SUPC)
Internal Portal (INTP)
Service Now - AMCL (SRVN-A)
ZenDesk (ZEND)
Kayako (KYK)
Site Access Request (SAR)
Microsoft CRM (MSCRM)
Stem7 (STEM7)
ITIL CMDB
Amcom IP Plan (IPP-A)
Broadsoft IP Tel (BIT)
GIS (GIS)
Service Now (SRVN)
Stem7 (STEM7)
Amcom vCloud Director (AVCD)
DSLAM DB (DSLD)
Internal Portal (INTP)
Service Now - AMCL (SRVN-A)
Support Centre (SUPC)
ArcGIS (AGIS)
Fibre Management System (FMS)
IP Plan (IPPL)
Smile (SMILE)
Tails DB (TDB)
Avamar (AVM)
Fibre Management System - FX (FMS-F)
Prime (CSCP)
Solar Winds (SOLW)
Wiki (WIKI)
Product Systems
Argus (ARG)
Call Manager (CMAN)
DSL System (DSLAU)
Ipera Voice (IPV)
Network Status (ANS)
Prime (CSCP)
Smokeping (SMP)
Voice System (VOICE)
Blue Planet (BLUEP)
CCTV (CCTV)
EMS Pro (EMS)
ISP Systems (ISPS)
NMS (NMS-I)
RANCID (RAN)
Solar Winds (SOLW)
Zenoss (ZENO)
Broadsoft IP Tel (BIT)
Cricket (CRIKT)
IAAS (IAAS)
Manage Engine (ME)
Observium (OBSV)
Scruitinizer (SCRUT)
Support Centre (SUPC)
Cacti (CACTI)
DBYD (DBYD)
IAAS Platform - AMCL (IAAS-A)
Nagios (NAG)
Peakflow (PEAKF)
Service Now - AMCL (SRVN-A)
Syslog (SYSL)


VOCUS communications
amcom
servicenow
Marketo
CONCUR
SharePoint
cognology
Qlik
QGIS Trademark
inomial
sage ERP X3
Sage MicrOpay
sage
WebNMS
A Division of ZOHO Corporation
salesforce
CONCUR
Marketo
servicenow
solarwinds
Microsoft Dynamics CRM
SharePoint
Platypus
ispbilling.com
Microsoft Dynamics NAV
PAY GLOBAL
ArcGIS
Vocus Rating Engines x 4
Vocus Customer Portal
Vocus Internal Portal
Solutions Builders (NZ)
VOCUS ONE
APDS Portal
Members Tools
Amcom Ratings Engine

VOCUS
communications



VOCUS ONE

THINGS TO THINK ABOUT... LESSONS LEARNT.

QUESTIONS?

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