

2008 VISIONARY AWARD

Australasia Visionary



TELSTRA

Tom Lamming

Career Highlights

- Transformation & Technology Advisor, Telstra, 2005 to Present
- Held various client leadership and practice management roles at Accenture, including Global Manager Partner for Communications Industry, 1978 to 2003

Education

- MBA, University of Missouri
- Bachelors in Business Administration, University of Missouri

Key IT Transformation Accomplishments

- Delivered more than 20,000 requirements for core platforms
- Completed 90,000 test cases across 175 applications and 625 interfaces for core platforms
- Deployed 4,700 square meters of next-generation data center
- Trained 12,650 employees across all business units as well as industry partners, shops, and dealers on 600 new workflows and instructions
- Migrated 3.3 million customers and 4.3 million services to new IT infrastructure

Trends to Watch

- Convergent media with next-generation networks for enhanced fixed- and mobile-device improvements
- Software as a Service
- Green IT with focus on virtualization, consolidation, and energy efficiency
- Operational and cost-management software tools

Technology as a core component of the business is an objective many organizations aspire to attain but few ever reach. Australian-based Telstra is walking this talk and is in the midst of a five-year IT transformation initiative that is a game-changing undertaking. Transformation & Technology Advisor and 2008 Australasia Visionary Tom Lamming is playing an integral role in plotting a strategic vision and then overseeing its execution.

The business drivers for the IT transformation initiative are as nearly as vast as the Australian Outback—ranging from lower cost, to improved operational efficiencies, to increased revenues, to greater profit margins—with enhanced customer experience at its very core. The multi-pronged journey targets a fundamental makeover of Telstra's business and operational support systems, with the overriding objective being a differentiated customer experience enabled through a single view of the customer.

Technology standardization is an important piece to the IT transformation, with data center infrastructure software as an essential foundation. Lamming and his team elected to standardize core components on Veritas Data Center Foundation software. The solutions include backup and restore using Veritas NetBackup, storage management leveraging Veritas Storage Foundation, and high availability using Veritas Cluster Server. Anticipated results include lower total cost of ownership, higher availability, and improved labor productivity.

