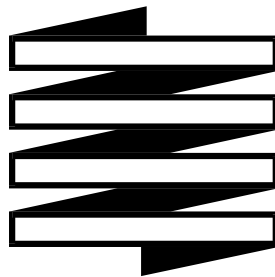


MIGRATION SERVICES OVERVIEW

Standardisation of
Desktop and LAN/WAN
Operating Environments



PROTECH
AUSTRALIA

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1. SERVICES OVERVIEW

1.1 Protech Australia — The Safe Alternative

Protech Australia offers a safe alternative to you. Not only are we one of the few companies capable of doing it all for our customers, Protech Australia has the financial resources available to do it all. With our whole migration solutions based on the leading industry standard technology, you can have the confidence in knowing that when you invest in our solutions that you are investing in your future.

1.2 Professional Services

Protech Australia can provide more assistance than others in your transition away from proprietary to open systems or out-of-date technology to current, tried and tested technology. Our Professional Services Portfolio consists of the following services that are available to you when you are ready to migrate to a new standard operating platform:

Business Design Consulting

- Business Process Re-engineering
- Organisational Design and Development

IT Consulting

- Enterprise Information Technology Consulting
- Information Technology Strategy and Planning
- Network Consulting
- Internet Consulting

Solution Engineering

- Network Planning and Design
- Physical Architecture
- Database Engineering
- Application Development
- Systems Integration
- Network Integration
- Internet Solutions

Implementation and Integration

- Installation
- Project Management
- Migration
- Education

Systems Support

- Tiered Systems Support
- Self Maintenance
- Help Desk
- Software Support
- Hardware Support
- Multi-vendor Service Management

Integrated Management

- Information Technology Management
- Network Management

By leveraging these world-class service offerings, Protech Australia can deliver whole product solutions specific to your industry. All of the above services were developed to support the industry-specific requirements of our extensive existing customer base Australia wide.

1.3 Centres of Expertise

Protech Australia has established Centres of Expertise specifically for our Migration Services. These Centres of Expertise are staffed with Protech Australia Migration Consultants who have the background and expertise to successfully assist you in migrating to a new platform.

1.4 Environmental Assessment

As part of their support offering, the Protech Australia Migration Consultants offer an *Environmental Assessment*.

The purpose of the Environmental Assessment is to provide you guidance in developing a clear picture of your current information processing environment. The existing hardware and software environments must be quantified and assessed, and their related business functions must be identified and documented.

This will involve a detailed technical evaluation of current applications and platforms to be considered for migration and a recommendation to commence a migration activity or consider an alternative solution (i.e. re-engineered application).

The *Environmental Assessment* will be offered as a billable service. You will receive a rebate on this fee to apply towards additional services should you proceed with the migration with Protech Australia.

1.5 Strategic Alliance Partnerships

Protech Australia has established strategic relationships with the following industry leaders:

Name	Relationship	Type of Tools
Microsoft	Microsoft Solutions Provider	Windows 95, Windows NT, Office, Mail etc. Microsoft approved application training
Novell	Novell Platinum Authorised Reseller	NetWare 4.x, GroupWise, PerfectOffice etc. Novell approved networking and application training
AT&T	AT&T Authorised Value Added Reseller	AT&T Enterprise Windows 95 and Windows NT Migration Solutions
Intel	Intel Solutions Partner	Networking and network management tools
Bay Networks	Bay Networks Channel Partner	Networking and network management tools
The Atlas Consulting Group	Third Party Alliance	Lotus Notes application design, development and support
Lotus Development	Lotus Notes Business Partner	Lotus Notes development tools and add-ons Lotus approved application training
Com Tech Communications	Third Party Alliance	LAN/WAN planning and design services Lotus Notes training Novell NetWare training Microsoft Windows NT Server training Internet training
Value Management	Third Party Alliance	Business Process Re-engineering Cost Reconstruction Organisational Design and Development
WebVentures	Third Party Alliance	Internet Solutions

2. MIGRATION RATIONALE

2.1 Moving to Open Systems Environments

As the push for distributed computing is under way, many organisations have their business critical applications and data trapped on mainframe computers. In some environments, this legacy data has been stored on mainframes for many years with proprietary software applications. Most of the applications use hierarchical databases.

Organisations locked into mainframe environments lack the flexibility to change their business critical applications to stay competitive in their marketplace. With IS budgets tied up supporting the mainframe, organisations are limited in their flexibility to employ industry standard applications and productivity enhancing solutions on the latest technological product platforms.

As a result, organisations on proprietary systems are searching for alternative solutions that will give them a competitive edge in their marketplace. Protech Australia is committed to helping customers achieve this objective.

Protech Australia, through its strategic alliance with AT&T Global Information Solutions, can often preserve the existing investment in software by migrating applications from the existing proprietary platform to an Open Systems UNIX environment.

2.2 Moving to a Standard Desktop Environment

Since the introduction of the IBM PC standard for personal computers in August 1981 we have seen huge advancements in productivity tools for office workers. The most popular operating environment and desktop applications have changed greatly over the years — e.g. from MS-DOS based Lotus 1-2-3 and MultiMate to the Microsoft Windows based MS Excel and MS Word.

Currently most organisations are standardised on Microsoft's Windows v3.1 or Windows for Workgroups operating environment. The choice of desktop applications varies with the Microsoft Office suite currently a clear leader from Lotus SmartSuite and Novell PerfectOffice.

Before the end of 1996 most organisations will have, by one means or another, changed to a new 32-bit operating environment. Microsoft Windows 95 is the clear marketplace leader, with OS/2 and Windows NT also being selected by some organisations.

Along with the new 32-bit operating environments comes new or updated applications designed to exploit their power and features. Many corporate and government

organisations have already migrated to Microsoft Office over the last few years and are now likely to migrate to Microsoft Office for Windows 95.

Combined with this change to the operating environment is the trend to integrate the communications benefits of LANs and WANs into the standard desktop environment.

As a result of these changes, all organisations are wondering how best to manage the migration to a standard desktop environment that delivers the benefits available at minimum cost and risk. Protech Australia is committed to helping customers achieve this objective.

Protech Australia can often preserve the existing investment in software and staff skills by migrating applications from the existing desktop platform to a new environment. Existing macros can be migrated to the new applications. Training courses are tailored to the needs of your people by taking into account their existing knowledge base.

2.3 Moving to a Standard LAN/WAN Environment

Many corporate and government organisations have many network operating systems, network management tools, remote access tools etc. in use today.

Today the most common Network Operating System (NOS) in use in Australian corporate and government organisations is Novell NetWare v3.x. However, Novell will no longer be making functional changes to this NOS. It's time to begin the migration to a new NOS environment — Novell NetWare v4.x, Microsoft Windows NT Server etc.

New applications are constantly increasing the traffic on existing LAN/WAN systems. Manufacturers are addressing the problem with a wide range of solutions — ATM, switching, fibre-optics, 100Mbit/sec cards etc. Unfortunately, in the rush to solve specific problems at one site solutions often solutions are chosen that are not scalable.

As a result, organisations are searching for alternative NOS solutions that will give them a competitive edge in their marketplace. By standardising the LAN/WAN environment across the organisation they are able to benefit from greatly reduced network management and support costs. People are free to move around the organisation and have network access anytime, anywhere using common tools. Protech Australia is committed to helping customers achieve this objective.

Protech Australia can often preserve your existing investment in LAN/WAN technology as you move to a standard LAN/WAN platform that is ready for today and tomorrow.

2.4 Migration

Migration is defined as the process of moving from one environment to another. In the information processing sense, migration is the process of moving programs and data from one computing environment to another. This change may be major or minor and may be undertaken for a multitude of reasons. The desire to migrate is usually brought on by a requirement to a change in business environment.

Migration is crucial to the evolution of technology for organisations who desire to remain competitive in their marketplace. Organisations who do not adopt new technologies in a timely fashion are at risk of falling behind the competition while becoming less productive and less capable.

Protech Australia seeks to become your partner of choice to help your organisation get closer to their customers by applying next generation computing technologies. Organisations employing the latest technology will not only become closer to their customers, but they will also realise the following benefits of migration:

1. Availability of low-cost hardware
2. Lower maintenance costs
3. Reduced information systems management costs
4. Protection of existing software investments
5. Accessibility to low cost, high productivity software

2.5 Benefits of Migration

2.5.1 Availability of Low Cost Hardware

The cost of enterprise size computer technology has gone down tremendously in the last few years. The popularity of the PC has made systems based on the Intel chip so common that the PC is now marketed as a commodity. Those conditions combined with advances in operating system technology have made it possible for organisations to move their business critical applications from the mainframe to a client/server architecture.

2.5.2 Lower Maintenance Costs

Along with the reduction in hardware costs is the reduction in service costs. Yearly maintenance expenses have traditionally been at 10% to 15% of the original hardware costs. In some situations the yearly maintenance costs are so high the cost of the migration has been recovered within a year.

2.5.3 Reduced Information Systems Management Costs

In the past, companies needed a complex MIS organisation with a costly and complicated telecommunications infrastructure to support a large number of users in different locations. With the technological advances in hardware, software and communications networks, end users are much more independent.

2.5.4 Protection of Existing Software Investments

Many organisations have invested heavily in developing and maintaining their own in-house, business critical software applications. A migration strategy can be developed to enable these organisations to further extend the life of this expensive software thus, amortise the total cost over several more years.

2.5.5 Accessibility To Low Cost, High Productivity Software

Technological advances have driven the availability of low cost, high productivity enhancing software. However, the significant majority of this software is only

available on Microsoft Windows based PCs. Migration to a standard desktop and LAN/WAN environment can maintain the organisation's existing investment while at the same time allowing the organisation to implement productivity enhancing solutions with the new environment.

3. MIGRATION SERVICES

Protech Australia has developed a world class migration services methodology to be used when migrating organisations to open systems and/or standard desktop and LAN/WAN environments.

This Migration Service methodology provides a framework for assessing the current environment. Specifically, the methodology provides a standard process for Protech Australia to do the following:

- Define migration scenarios based on the organisations needs, goals and objectives
- Select a migration scenario and demonstrate its viability
- Create a migration plan from the clients current environment to a new environment
- Execute the migration plan

3.1 Migration Services Methodology

3.1.1 Phase 1: Assess Current Environment

The *Environmental Assessment* is the first order of business for any project. During the assessment stage questions of scope and size are key. It is during this stage that the target platform and the overall technical goals must be discussed in depth.

During the *Environment Assessment* phase activities focus on purely technical feasibility. Informal and formal reviews include, but are not limited to, the existing documentation, environment, configuration management and human resources.

3.1.2 Phase 2: Define Migration Scenarios

Phase 2 of the migration methodology is to define migration scenarios that will meet customer requirements. The driving issues and goals behind any migration effort must have enough substance and merit to sustain the project to a successful conclusion.

In today's economy and business climate, the sustaining issues for migration will rarely be based solely on computer technology. The most durable and sustaining drivers are those based on sound economics, that is:

- improvements in the bottom line;
- measurable short-term and long-term payback;
- measurable improvements in competitiveness; and
- improved productivity.

In this phase, Protech Australia's role is to identify, document and highlight the possible migration scenarios that will maximise your objectives.

3.1.3 Phase 3: Select Preferred Migration Scenario

Each migration scenario developed in phase 2 represents a potential migration synopsis for the organisation. Phase 3 selects one of the developed migration scenarios based on the organisation's strategies, short-range and long-range plans and hardware and software requirements.

The high level migration plans are compared against the organisation's defined criteria. The migration planning team (made up of Protech Australia and client associates) selects a preferred scenario and obtains approval from the Management Review Committee to proceed.

Upon completion of this phase, there is specific and concrete information about project size, scope, training requirements and organisation impact.

3.1.4 Phase 4: Create Functional Migration Plan

Based on the concepts outlined in the migration scenario selected in Phase 3, Phase 4 translates the preferred migration scenario into a detailed, functional migration plan. A Protech Australia Project Manager should be assigned to manage the project jointly with a customer appointed Project Manager.

Although the assigned Project Managers have overall responsibility for creating and managing the functional migration plan, they may or may not be the subject matter experts contributing technical expertise to the migration project. Therefore a strong linkage must be created between the subject matter expert(s) and the Project managers early in the process. The required roles and skill sets required for successful completion of the project must be defined by the subject matter expert and communicated to the Project Managers.

Questions of corporate strategy will arise. What is the corporate strategy? How do we support our customers using the existing technology? How do we manage multiple platforms? Where are ongoing software updates to be made? How do they fit in? Who gets training? How do we handle all the training needed?

The activities of Phase 4 deals with the human resources, software resources, hardware resources and many other common project planning items.

The specific deliverable's of this stage will be a formal project schedule, the resource requirements and the beginning of involvement for critical IT staff from the customer. Protech Australia firmly believes that the customer must be involved in developing the migration plan if they are going to be committed to the project. When the migration is complete the customer will be delighted with the results and take ownership of the new environment.

3.1.5 Phase 5: Execute the Plan

During Phase 5, the physical migration is performed. In this stage, some re-engineering of specific applications are performed and new technology can be introduced. After completion of this final stage, all technical differences between the original environment and the new environment have been uncovered and solved. However, the paradigm shift required by staff has just begun.

Throughout this phase, the migration team focuses on implementing the migration plan within budget and on schedule. The result of Phase 5 is the baseline solution. The customer's organisation operates under the new environment immediately.

3.2 Migration Success

To ensure that the migration is a success, there are two areas which must be effectively addressed. Those two areas are Validation of the migration and Transition of the new environment to the client.

3.2.1 Validation

Validation is essential. If used effectively, it provides the most significant reduction in the cost of delivering the project. Remember, in migration, the final deliverable exists before the project was begun. When used as a leverage, test and validation can be exploited through the entire project.

The focus in *Validation* is creating a Test Solution. This Test Solution should be a solution which tests every feature/function area of the new environment.

The goal of the Validation is for the new solution to be operating with the end users trying it, working with it and using it.

3.2.2 Transition

The final stage is *Transition*. At the beginning of this stage the new environment is running. At the end of this stage, you will have a true solution.

Activities in the *Transition* stage focus on performance, look and feel of the new environment.

4. PROJECT MANAGEMENT

Project management is best defined as the process of managing and directing personnel, time and material resources to satisfy customer expectations and meet technical performance, schedule and cost requirements. Protech Australia project management focuses on customer satisfaction through the orderly, effective and efficient completion of projects that solve customer business problems.

As described in Phase 4 of the migration methodology, a Protech Australia Project Manager should be assigned to jointly manage the migration project. The responsibilities our project managers perform are critical to ensuring that information technology projects are completed on time and within budget — and that they delight our customers.

More and more companies today are out-sourcing the project management activities because they do not have the in-house expertise to manage such complex projects. In addition, organisations are looking for project managers who not only know the technology, but also have knowledge of their industry and business requirements.

With Protech Australia's focus on industry-specific targeted opportunities, our project managers are equipped with the industry and business knowledge that meet our customer's expectations.

In addition our Protech Australia Project Managers not only achieve the goals of each project, but also exceed the exacting standards set by our customers. In doing so, they manage and marshal numerous activities and resources — which can include the full resources of Protech Australia and our strategic partners, if needed.

5. EDUCATION SERVICES

No migration solution is successful until your staff are confident in the use of your new solutions. Only when your people know how to make the technology work for them can they use it to their advantage. They can then focus on what needs to be done, instead of how to do it.

Protech Australia recognises this and makes the training of your staff a key element of our migration solutions.

We put together tailored education programmes which provide your support and end-user staff with the skills they need, when they need it. Where possible, training is timed so that when your staff leave the classroom and return to their workplace, the new solutions are there, ready and waiting to be used.