

BROADCAST

Quarterly Report | June 2019 | Issue 6

We've hit the mid-year mark for 2019! Let's look at the progress we are making across our teams, projects and operations.

The ISDN network shutdown: A monumental change in Australian business communication

The dismantling of the Australian ISDN network is underway. On 30th September, Telstra will begin switching off ISDN connections. All businesses using this legacy technology will be affected and will need to consider migrating their telephony to a more modern voice platform.

This represents a significant opportunity for the sale of voice services, such as cloud PBX, SIP lines, and related technology. Plans are underway to go to market with ISDN messaging, ramp up our lead generation activities, and enhance our service offering, as well as how we deliver and support the PBX service.



ITSM Program

In June, two more services were released through ITSM.

Quality of Service
(QoS)

Managed IT Services
(former Gyroscope)

All marketing materials, sales enablement documentation, internal training materials and procedures, as well as Salesforce plans and pricing can be found in the [Product Drive](#) folder on SharePoint.



New business from Momentum Collective

Sales General — Ilija Filipovic

Great News: Steve Cannard just received an order for GCOMM New Business services from Momentum Collective (3SA, OTCP & CNC) for \$8,145.32 with recurring margin \$4,179.88/51%.

Link to opportunity: <https://gcomm.my.salesforce.com/0066F00000yPjHQAU>

Comment · Unlike · Share · 31 May 2019 at 6:51 AM via Adobe Sign

You, Hayley Payne, Matthew Thompson, and 12 others like this.

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Troy Winch

Congrats Steve!

Like · 31 May 2019 at 7:12 AM via Salesforce Chatter



Peter Thompson

Congrats 😊

Like · 1 person · 31 May 2019 at 7:16 AM via Salesforce for iOS



Great service means happy customers

Steve Cannard

I had a meeting with Ingwersen & Lansdown today with Luke Berrigan, Brett Lansdown and Janine Attwood-Graham the office manager to discuss hosted PBX and the progress of the managed IT services. Apparently it's great - Janine in particular made a point of saying how impressed they are with @Neil Tunnah 's services. Thanks to Neil and the team, Ingwersen's shift to fully outsourced IT services has been a success. Kudos Neil :-).

There is more to this story - as we gain more inside knowledge of vertical
[Show More](#)

Comment · Unlike · Share · 17 April 2019 at 8:49 AM

You, Sena Brankovic, Alvin Pinho, and 17 others like this.

Show All 5 Comments



Shaun Murphy

Well done Lad

Like · 18 April 2019 at 12:22 AM via Salesforce Chatter



NBN ordering via portals

We are working on enabling our partners to perform service qualification and place orders for NBN services directly from the portal. This self-service functionality will make the ordering of NBN a lot easier, reducing the need for account managers and sales team to be involved. Through backend automation and enhancement of our portals, we aim to turn partner sales into a high-frequency, low-touch channel.

Target launch date: **September 2019**

The screenshot displays the GCOMM portal interface. On the left is a navigation menu with options like Administration, My Account, Service Qualification, Quotas, Service Delivery, Installed Services, My Cloud Services, Invoices, Internet Usage, Outages, Articles, Classes, Order Orders, and Contact Information. The main content area is titled 'Welcome GCOMM Demo' and contains four charts:

- Open vs Closed Cases - Last 6 Months:** A bar chart showing 'Open' and 'Closed' cases from Jan 2019 to Jun 2019. Closed cases show a significant spike in April 2019.
- Invoices Total vs Outstanding - Last 12 Months:** A bar chart showing 'Total' and 'Outstanding' invoices from Jun 2018 to May 2019.
- Service Contract Expire Timeline - This & Next Calendar Year:** A bar chart showing the number of services expiring in 2019 and 2020.
- Service Contract Expire Timeline - Next 12 Months:** A line chart showing the number of services expiring from Jun 2019 to May 2020, with a notable peak in March 2020.

On the right side of the screenshot, there is a map showing service locations and a 'Service Qualification' form with fields for 'Enter Address', 'Suburb', and 'State'.



Q&A with Dragana Plavsic, Head of Product Management

Product management plays a critical function within organisations, managing value as it builds the right product, for the right customer that brings sustainable profit over time.

Earlier this year, we officially launched the Product Management department. While we are starting small, with only two team members at the moment, the department has an ambitious vision that aims to change how we as a company think about products, how we develop and bring them to market.

Q: What is the function of the product management department?

A: You can say that Product Management is a nexus between the customer, business and technology. The department's role is to ensure that the products being developed are meeting the needs of the customer. Product Management is often referred to as the *voice of the customer*.

The product management function is more commonly found in the banking sector and software development companies. However, the main principles of product management can be applied to other industries, especially companies like GCOMM who provide services to business customers.

Q: Can you share some best practices of product management?

A:

- Always start by first understanding the business strategy
- Collect data by talking to customers, sales and operations
- Use the actual product so you have first-hand knowledge about how it works
- Analyse other products on the market

Q: What are some common misconceptions about product management and the role this department plays within organisations?

A: These are the most common misconceptions about product management:

- Product Managers should come from a technical background.
- Product Managers should lead the technical aspect of product development.
- Product Managers should be responsible for writing product collateral.
- Product Management should be a series of complex projects.

Q: It seems that product management and product development are often confused. What is the difference between these two functions?

A: Product Management is a business function, while Product Development is a technical function.

Product Management focuses on the customer and business needs. Product Development focuses on creating a high quality product from a technical perspective.

Product Management understands *why* and *what* needs to be built. Product Development understands *how* it needs to be built.

Q: What challenges do IT companies have when it comes to introducing product management into their organisations?

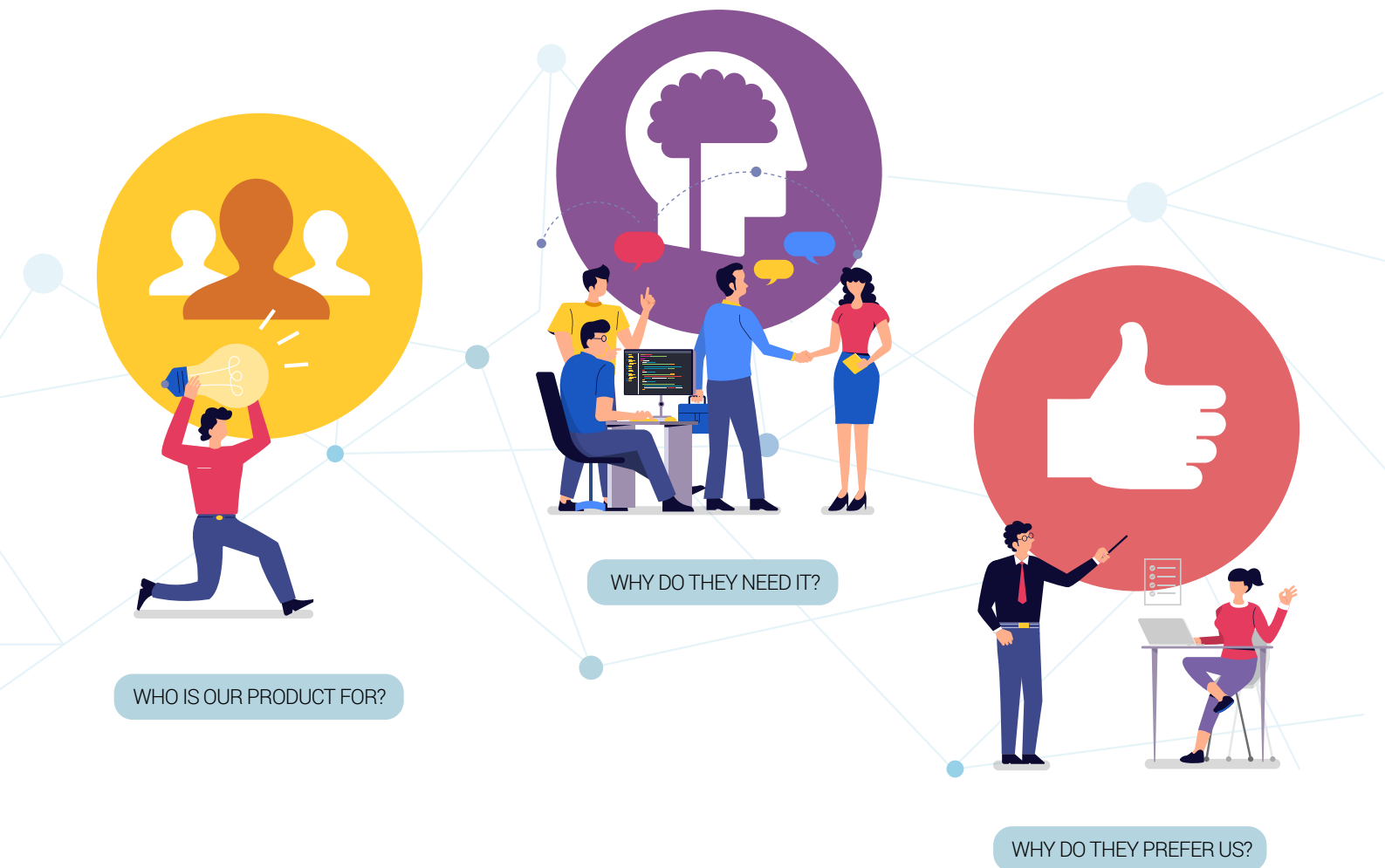
There are a few challenges. One of them is that IT companies are often heavily focused on technology. This is understandable as their business has always been about technology. The services they provide are often very technical and most people within the company are technically-oriented. So it's natural that the focus always comes back to technology. One of the biggest challenges for product management is to start to shift the focus to the customer, the business and the market.

The other challenge is adopting the agile approach. For it to work well, the product team has to embrace the agile approach. Many companies don't operate in this mode and it's hard to make the transition.

Also, product management is often perceived as a series of projects instead of a linear stream of plan, execute and iterate steps.

Q: What are your plans for the product management department at GCOMM in the next 12 to 18 months?

We will continue to promote the department and educate the rest of the organisation about what product management is, the department function and our long-term goals. The ITSM program will continue and we will evaluate and upgrade one of our products. Initially, we were going to focus on developing a public cloud service offering; however, as the business priorities have shifted, we will be focused on enhancing our cloud PBX service.





Meet your colleague: Marko Skobalj Infrastructure Engineer

Get to know your colleague, Marko Skobalj, who is an integral part of the Infrastructure team. While usually busy, intently working on solving complex network problems, Marko found the time to have a cup of coffee and share why he chose a career in engineering, what inspires him and why he likes being part of the GCOMM family.

Q: What led you to pursue a career in engineering?

A: I always knew I wanted to be an engineer. The field of science and engineering has always attracted me. I saw it as something new, modern and exciting. A way to constantly learn new things and be a part of technological advancements.

Q: What do you find the most challenging in your line of work?

A: Everything is changing very fast so there is a constant challenge to ride the wave of change and not fall behind. Staying on top of daily work and complex projects while at the same time learning new things and developing professionally.

Q: What inspires you and drives you to put in your best effort?

A: Acquiring new skills, knowledge and competencies. Getting constructive feedback from my colleagues and peers on a job well done or areas where I can improve. Delivering a project together as a team and seeing the results.

Q: What is a common misconception that people have about engineers?

A: That we are not very social and are only interested in technology.

Years at GCOMM: 2+

Years of experience: 17

Education:

Faculty of Electrical Engineering,
University of Belgrade

Project involvement in 2019:

- ✓ Core network upgrade
- ✓ Replacement of firewalls in SY3, the Gold Coast data centre and Belgrade office
- ✓ Improvement of the overall security across the GCOMM network

Q: What is your favourite part about working at GCOMM?

A: Being part of a young, smart and talented group of people. Working together as a team and being able to share information and experiences. We are a small company so there is no strict corporate structure. This is great because you don't feel like "just another employee". You matter. What you do matters.

Q: What do you do when you're not doing engineering work?

A: I like going to the theatre and concerts. I also enjoy reading, travelling, hiking and other outdoor activities.

Q: Tell us something about you that would surprise us.

A: I'm not a fan of video games. People think that just because I spend many hours in front of a computer I also like playing video games. It's not true. Also, I used to play bass guitar in high school. :)

Another year in a row:

Rain or shine it's team building time!

It seems like rainy team buildings at GCOMM Belgrade have become a tradition.

This year we were lucky. Although the weather forecast wasn't looking too promising, we ended up getting some sunshine after all.

WHAT DID THE TEAM BUILDING TRIP LOOK LIKE?

More than 20 GCOMMers spent three days in one of the most scenic mountains in Serbia, Zlatibor, in an ethno village called Boskova Voda. The weekend was filled with organised team building activities, games and prizes, hiking, relaxing at the spa, dancing, exceptional food, and of course, a must-have at any gathering in Serbia - rakija!

We had three guests from Australia join our team building this year: Jonathan Chan, Matt Thompson and a very special guest, Papa Bear AJ Thompson. Having these three visitors from abroad join us made the trip that much more interesting and fun.

A HUGE THANK YOU GOES TO THE HR TEAM FOR ORGANISING A FANTASTIC WEEKEND FOR EVERYONE!





Building and inspiring leadership at GCOMM

To support senior members of the team, GCOMM Belgrade has introduced a new edition of the T&D Program that's focused specifically on topics that inspire leadership qualities. Each senior member is responsible for delivering a presentation on a selected leadership topic and coming up with a creative way to engage the audience.

Some of the topics that will be covered this year:

- ✓ 16 Essential Leadership Skills
- ✓ How to Be a Good Manager: A Guide for Every Personality Type
- ✓ What Women Do That Holds Them Back From Succeeding At Leadership
- ✓ The Surprising Power of Questions
- ✓ Motivating the Unmotivated

Teaching others is the best way to teach ourselves!

WE REMEMBER

- 10% of what we read
 - 20% of what we hear
 - 30% of what we see
 - 50% of what we see and hear
 - 70% of what we discuss with others
 - 80% of what we personally experience
 - 95% or what we teach others
- Edgar Dale

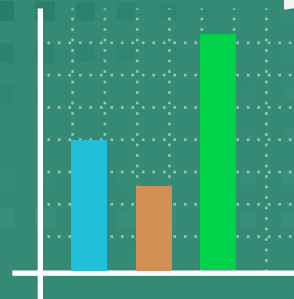


Empowering teams to use data and make better decisions

The self-service analytics training program
Duration: May to December 2019

A critical step towards building a data-driven culture is to empower users to use data and perform analytics tasks (independently from the Analytics Team), to answer their own questions, share insights and make data-driven decisions.

A prerequisite for integrating analytics into a user's day-to-day activities is to educate them about the data and information they have available, how they can access that data and use tools, such as Einstein Analytics, for easier data and information consumption.



From May to December, the Analytics Team will be holding a series of workshops and training sessions for select employees who can then pass this knowledge on to their teams and colleagues.

The goal is to increase productivity, enable informed decision-making and empower people within the organisation to use the analytics tools with confidence.



Customer Focus



Learning & Growth



Accountability



Integrity & Trust



Collaboration



Innovation



Building the GCOMM culture

Using the company strategy as a starting point, running a series of surveys across both offices and a focus group at GCOMM Belgrade, the GCOMM Values have come to life.

Having our company values defined through specific behaviours enables us to have a clear and explicit philosophy of what GCOMM stands for so that our customers, partners and employees know what to expect.

The GCOMM Values will be an integral part of who we are as a company. Going forward, the values will be incorporated into our daily interactions and communication, professional development, building a feedback culture and how we as a company present ourselves to the world.

Have you checked out the GCOMM Hub?

Over the years, we have introduced many great collaboration tools to our business that have helped us to communicate, work together and share information. The downside is that we have inadvertently found ourselves having to spend a lot of time locating documents or not finding them at all, accessing dated information, and have even exposed ourselves to potential security breaches.

Last year, we started to take steps toward setting up and transitioning to SharePoint, a collaborative platform that integrates with Microsoft Office. We are now in the process of creating the GCOMM

Hub, a centralised location on SharePoint to serve as document storage and information hub.

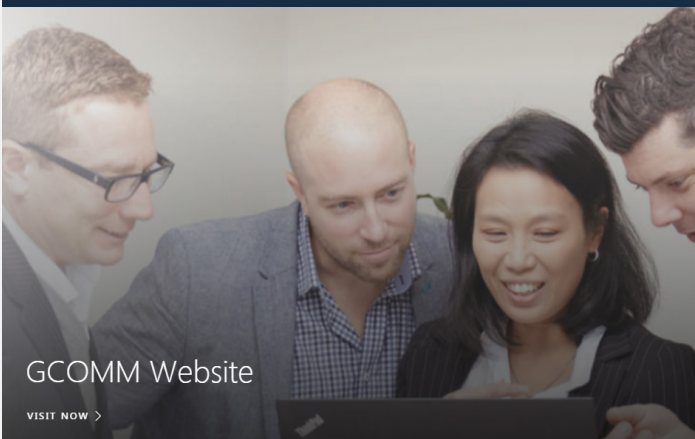
Benefits of transitioning to SharePoint:

- ✓ One centralised location for all company documentation
- ✓ Simplified document management
- ✓ Increased data security
- ✓ Decreased possibility of using dated information

Have a peek at the [GCOMM Hub](#). If you are not familiar with how the platform works, take a look and play around. If you are used to working in G Suite, the transition may not be easy but with some patience and practice, we'll all get there.



GCOMM Hub

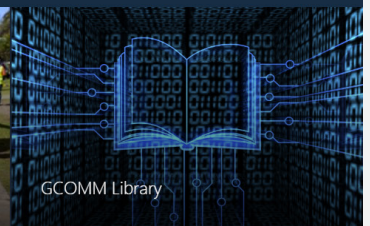


GCOMM Website

VISIT NOW >



NBNCO News



GCOMM Library

salesforce



Cisco Australia/Newzealand



Events and Conferences

Over the last three months, our teams have attended a number of conferences and training events expanding their knowledge, skills and networks.

- 📍 AWS Partner Summit, Sydney
- 📍 Telstra Market Connections, Sydney
- 📍 Meraki CMNO, Brisbane
- 📍 Microsoft 365 Business Technical Series, Brisbane
- 📍 Meraki ECMS2 Training, Sydney
- 📍 VMware vForum, Belgrade



Done & Done

- ✔️ Vocus to AAPT CTS SIPPY migration
- ✔️ UCS network upgrade
- ✔️ Salesforce Lightning migration
- ✔️ Payable invoices automation PDF form
- ✔️ Debtors' payments automation
- ✔️ PIN PDF automation





Customer Projects

Here are some projects that we completed for our customers:

Pizza Pan
Meraki router rollout

BIS Cosgrove
cloud workspace solution
implementation

Infinite Aged Care
Office 365 migration

The Signal Co.
wireless colocation
in NextDC

Momentum Collective
IaaS migration utilising Commvault
to backup and restore
servers to the GCOMM cloud

Zupp Properties
Office 365 and server migration

Anabelle Bits
WAN upgrade

Tasman KB
WAN rollout

MPS Architects
server migration

Goldengrove Building Group
server migration to new hardware

Cura Day Hospitals
BGP rollout across more
than a dozen sites

Now IT - Premier Youthworks
customer network upgrade and recontract

Community Housing
WAN rollout with Meraki routers

Now IT - BYCA
customer network upgrade
across 10 sites

Fort Knox Storage
migration from Google
to Office 365

Kudos to everyone involved in
carrying out these projects!

EMPLOYEE SPOTLIGHT

Congrats to everyone on their role changes and new certifications.
Keep up the great work!

ROLE CHANGES



Rachel Snowball
HR and Administration Assistant



Ivana Stankovic
Provisioning Team Leader



Shaun Murphy
Provisioning Team Leader



Joel Hasted
Provisioning and Network Support
Engineer

WELCOME BACK



Milena Ciric Krstic
Analytics Specialist

CERTIFICATIONS



Andjela Krstic
Salesforce Certified Platform
App Builder



GCOMM Broadcast is published quarterly for the GCOMM staff in Australia and Belgrade. The report covers news and stories relating to company strategy, products & services, technology developments and other relevant topics. For submissions, inquiries or comments, contact marketing@gcomm.com.au.