

# FRAME'S APPROACH



The Advantage  
of Clarity

Frame helps you realise ways to address your business problems. Listening to you is key to getting it right.

We work closely with and are accountable to your business stakeholders, enabling us to deliver you an optimal result.

We combine the right people, processes and tools so that your solution—and the documentation that supports it—is achieved with flexibility, commitment and clarity.

Frame's approach enables us to be your trusted adviser for technology solutions—from vision to realisation and operation.

We understand it's your solution, and we work with you to deliver it.

Frame understands the value of experience. We share what we learn and embed it in our practices.

Project managers, business and technical specialists are supported with our quality management system and its library of methods and templates.

We emphasise communication: keeping you informed of our process, listening to your feedback, and preparing documentation that clearly reflects your requirements.

This approach guarantees consistent, effective and efficient delivery of services that are tailored to the nature and scale of each assignment.

So, when managing a total lifecycle project or performing a short-term consultancy, we meet the differing needs of your stakeholders.



# SOLUTION DELIVERY

## Leadership

Our approach to solution delivery is anchored in leadership and communication—the principal elements of effective project management.

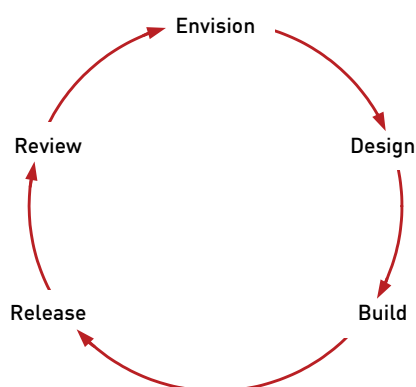
We focus on achieving a successful outcome for you, keeping you informed and delivering to your time, cost and quality criteria.

Frame project managers ensure effective resource planning and task scheduling, and accept responsibility for cost and risk management.

## Guaranteed delivery

We understand all aspects of the solution delivery lifecycle, from vision to realisation and operation. Frame's approach ensures you realise tangible business benefits, irrespective of the technologies being deployed.

Management infrastructure, expertise and experience, combined with internationally recognised methodologies and standards, minimises your exposure and guarantees you delivery of agreed outcomes.



## Structured approach

Frame follows a rigorous, milestone-based solution delivery process. Our total-lifecycle approach includes business needs analysis, implementation management, detailed documentation, risk management and proof-of-concept testing.

Design and planning is in close consultation with stakeholders, at a level appropriate to the scale, complexity and maturity of the solution. Quality is managed through formal design reviews and testing.

Successful deployment is always followed by formal handover to a support group. This may be your internal service management team or a third party support provider such as Frame.

## Track record

Frame's experience with systems design, deployment and operations management ensures the solution we deliver to you performs reliably, scales to your ICT environment, and completely meets your business needs.

Frame has demonstrable experience in successfully delivering technology-based projects of all sizes and complexity, ranging from data centres and converged communications solutions through to process automation and integrated information solutions.

We have undertaken projects in diverse industries such as construction, finance and telecommunications, completing significant works for Australia's major corporations and federal, state and local government organisations.

### Sydney (Head Office)

Level 11, 189 Kent Street  
GPO Box 4647  
Sydney NSW 2001

**Tel** +61 (0) 2 9323 2800  
**Fax** +61 (0) 2 9323 2828

### Canberra

Unit 9, 25 Buckland Street  
PO Box 224  
Mitchell ACT 2911

**Tel** +61 (0) 2 6122 6800  
**Fax** +61 (0) 2 6122 6868

### Melbourne

Level 7, 31 Queen Street  
Melbourne VIC 3000

**Tel** +61 (0) 3 9927 3800  
**Fax** +61 (0) 3 9927 3838

### Brisbane

Level 1, 21 Mein Street  
Spring Hill QLD 4000  
GPO Box 2502  
Brisbane QLD 4001

**Tel** +61 (0) 7 3009 7800  
**Fax** +61 (0) 7 3009 7878