



# Consulting Services

**ITS SOLUTION ENGAGEMENT**

**SUPPORT SERVICES**

**Planning**

- 1** SOLUTIONS PLANNING & INNOVATION
- 2** BUSINESS CASE DEVELOPMENT

**Execution**

- 3** CONSTRUCTION PHASE CONSULTING
- 4** ITS STANDARDISATION CONSULTING

**Operations & Support**

- 5** SOFTWARE DEVELOPMENT CONSULTING
- 6** CHANGE MANAGEMENT & TECHNICAL TRAINING

**Optimisation**

- 7** SERVICE & OPERATIONS CENTRE
- 8** NETWORK OPTIMISATION

Unlike many other companies, our capabilities encompass the entire ITS lifecycle from planning and execution through to optimisation, operations and support.

# 1 Solutions planning & innovation

Transmax's experienced team can be deployed throughout Australia and worldwide to provide independent, expert advice on the most cost-effective approach to meet your business outcomes. Combining our knowledge with collective industry innovation results in solutions that are grounded in industry best-practice.

Transmax can assist you to develop fit-for-purpose, cost-effective and innovative solutions for your road network management needs.

How can Transmax help you develop fit-for-purpose, innovative solutions?

**Our service team will work with you to:**

- Develop concept of operations and business requirements based on target outcomes
- Facilitate ITS technology workshops
- Undertake feasibility and proof-of-concept studies to validate concepts and outcomes
- Provide ITS policy advice, strategy and standards development
- Undertake ITS research, whitepapers and case study development

# 2 Business Case Development

The Transmax team has a proven track record of developing robust business cases for both public and private sector clients. Using best-practice data analysis and modelling, we can prepare business cases to a ministerial level and can assist in presenting these for internal and external approval.

How can Transmax help you acquire the management commitment and funding to deliver superior outcomes through ITS initiatives?

**Transmax's business case development service can assist you to:**

- Develop a solid business case underpinned by historical data
- Undertake value-for-money assessments for ITS solutions
- Conduct whole-of-life assessment for ITS systems
- Develop infrastructure procurement and cost-benefit analysis to support decision making
- Establish independent advice and peer review

“By communicating and partnering effectively with our customers to identify and develop solutions that exceed their expectations, we enable them to deliver improved journey outcomes to their customers.”



## 3 Construction phase consulting

Our specialist solution integration capabilities can provide construction phase services that span the entire ITS lifecycle. Through engagement at the conception phase through to the commissioning and operational phases, experienced Transmax engineers will assist you in maximising value-for-money outcomes and ROI.

**How can our services equip you to maximise ITS outcomes and ROI through all stages of road construction and transport network projects?**

### **Our construction phase services include:**

- Tender preparation, technical review, evaluation, assessment and management
- Coordination of critical ITS project resources
- ITS technician certification and independent verification
- ITS device compliance and configuration
- STREAMS acceptance testing
- Factory, site and integration acceptance testing
- Operational scenario testing
- Data entry, configuration validation and system audits
- System-to-system interface designs
- Development of response plans and strategy management to meet specific operational needs of your project
- Site test application service
- ITS commissioning
- Geographical map data drawing and schematic creation

## 4 ITS Standardisation consulting

Maintaining roadside devices and infrastructure is inherently costly. Our specialist and experienced engineers can minimise the whole-of-life cost of your transport network by achieving economies of scale in areas such as testing protocols, equipment maintenance and replacement etc. This is achieved through standardisation of technical specifications, solution design and certifications.

**How can Transmax help you minimise the whole-of-life cost of your transport network?**

### **ITS standardisation services include:**

- Standard and project-specific technical specifications
- Standard drawings for consistency of implementation
- Reference design drawings for ITS solutions
- Facilitation of ITS design reviews/workshops
- ITS designer certification

“ We provide a broad range of assistance, change management, training and operations support services to enhance the sustainability and performance of our customers’ transport networks.

## 5 Software development consulting

Transmax software development consulting services deliver end-to-end solutions, from concept and strategy to design, implementation and support, helping you achieve your business outcomes. Our experienced engineers bring a combination of industry and best-practice knowledge to deliver cost-effective, reliable and robust business solutions and outcomes.

Transmax is an international-award winning supplier of customised ITS solutions. How can we help you to develop a solution that meets your transport network management needs?

Software development consulting is a key element in realising the full potential our software products can offer. This is delivered through:

- Gathering detailed requirements
- Undertaking gap analysis, discovery works and impact assessment
- Designing solution architecture to support business outcomes
- Developing of systems engineering management plans to provide a detailed overview of services throughout the duration of the project
- Legacy system discovery, documentation and requirement reverse-engineering, system migration and data translation
- Platform specification, system and sub-system development and testing

## 6 Change management & technical training

Transmax is highly regarded for our ability and experience in helping our customers overcome the barriers to successful ITS initiatives. In addition to best-practice change management and solutions deployment methodologies, we utilise a range of strategies, processes and tools to ensure a smooth operational transition for our customers' people, processes and systems.

**How can Transmax help you deliver and embed successful ITS initiatives to your organisation?**

**We partner with our clients to:**

- Undertake impact assessments to outline and understand the impact of the change initiative
- Plan and execute change-management initiatives with speed and agility
- Undertake business process review and re-engineering to support change initiatives
- Develop and execute technical training plans to help embed change

## 7 Service & operations centre

By providing a 24/7 service desk, Transmax can minimise the impact of system downtime on transport networks.

We maximise resolution on first contact by having first, second and third-level skill sets within our support team, reducing the need to escalate requests and ultimately improving timelines.

**How can Transmax work with you to maintain and improve the operational performance and efficiency of your transport networks through our range of specialist Information Technology Infrastructure Library (ITIL)-based support services?**

**Our service and operations centre provides:**

- A single point of contact for help desk issues
- 24/7 availability so that we are available when you need us
- Real-time monitoring and reporting to enable prompt diagnosis of faults
- KPI report generation to assist you in managing your suppliers
- Device fault management
- Datacentre computing platform design and implementation
- Data communications network design, review, monitoring and security audit
- Business continuity planning and design to ensure your customers are kept moving
- Preventative maintenance, troubleshooting and repairs

## 8 Network optimisation

Transmax's network optimisation services cover the full spectrum of needs to deliver the right solutions to optimise the management of your transport network. Through collaboratively fine-tuning these solution offerings, we enable our customers to achieve results such as reducing travel times and congestion, improving road safety and improving network sustainability.

**How can Transmax assist you to deliver superior journey outcomes to your customers?**

**We can support you with:**

- Delivering road network efficiency reviews
- Identifying operational system improvements to help sweat the assets
- Coordinating and optimising traffic signals - creating green waves
- Optimising the performance of both arterial and motorway networks
- Traffic operations support, consultancy and competency development
- ITS algorithm analysis and specification development
- Operational automation to streamline your TMC



Transmax is the solutions provider of the international award-winning ITS platform STREAMS. We exist to improve people's lives by providing industry-leading transport solutions and help move millions of commuters around Australian road networks every day.

We place our customers at the centre of everything we do and work collaboratively to ensure our ITS solutions meet their needs. Transmax offers customers systems engineering, software design and development, along with a range of consulting and support services throughout the entire ITS lifecycle, all delivered with customer service excellence.

With almost 50 years' experience developing, implementing and managing ITS for road authorities right across Australia, we support our customers to realise the community benefits of optimising transport networks by providing smarter, more sustainable ITS solutions.

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