

Hello,  
we are Servian  
we make your data  
work for you

**Established in 2008, our mission is to  
enable our customers to use their data and  
analytics to build competitive advantage.**

servian\_





**870+** onshore employees

**100+** customers

**10** locations



### **Talented technologists matter**

Across the industry, technology teams were seen as failing to deliver the necessary business value and agility. Our leadership team believed talented technologists focusing on delivering business initiatives, would deliver a lasting competitive advantage for our customers.

Servian realise this vision today, by hiring the best talent in the market and developing a first rate consulting team, we focus on delivering business value through continuous learning and innovation in technology.

# Powerful Technology Partnerships

## Our Technology Partners

We are not tied to any one technology. Our customer-centric approach means we use the best solutions for your needs.

### Some key partners that we deal with

Whilst Technology Solution Agnostic, we work with a number of highly recognised Technology Providers.



Amazon Web Services Advanced Consulting Partner



Microsoft Azure Multi-Gold Partner



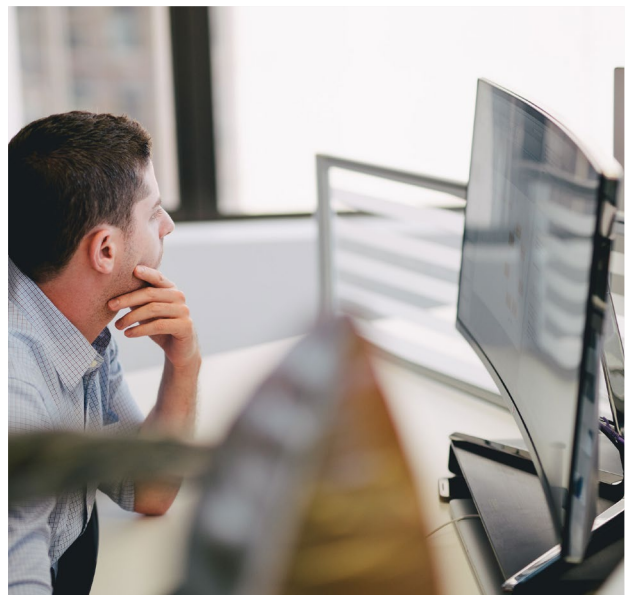
Google Cloud Premier Partner



HashiCorp Professional Services Partner



Snowflake Partner



## Technology Training

Leverage our training offerings and upskill in some of today's most advanced IT technologies

Servian has been at the forefront of delivering, managing and operating data platforms and rich data-driven applications for over 10 years – whether deployed on-premise or on the public cloud. With over a thousand projects, our experience ranges from large-scale enterprises to startups and non-for-profits, we provide a unique perspective to training that emphasises the elements which make the most difference when applying technology in the real world.



# #1 Grad Program in the Australian Association of Graduate Employers (AAGE)

## Top 75 Graduate Employers list for 2022

The Servian Graduate Program is a journey that builds depth rather than breadth, through a combination of structured learning and industry placements. The Servian Graduate Program has an emphasis on consulting readiness through 3 months of face to face and online training, Partner sanctioned projects, hackathons, and client simulations followed by your first client placement. This provides a framework for learning which ensures that Servian Graduates can hit the ground running on their first client consulting engagement.



## About our Graduate Program

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### Learning

We have a strong emphasis on learning and development. We want our people to be challenged and to grow in their careers with us.



### Culture

We like to have fun. We have an active social club that organises events for our team such as movie nights and family outings.



### Big Projects

Work on exciting and innovative projects across a variety of industries with some of Australia's largest companies.



# Our data focused approach is at the core of everything we do

## Advisory - Imagine it

In order to implement digital solutions that will drive business success and value, you need to assess your current capabilities, develop a clear, actionable plan and test concepts before going into the full design and development phase. We can lay the foundations for your organisation to **deliver a data-driven digital solution** that is fit for your business needs.

Our advisory practice provides industry leading insights and oversights to your business initiatives, with extensive experience and expertise across all domains.

## Consulting - Make it happen

We hire some of the industry's brightest minds who are passionate about working with data to solve business problems. Servian consulting will ensure that your initiative is a success.

We apply an agile approach to all of our digital projects regardless of size, whether it be a mobile application or a bespoke enterprise solution.

Servian consulting will ensure that your initiative is a success.

## Managed Services - Maximise it

Our Managed Services solutions provide an accountable **full range of services** to ensure your data is working for your business.

servian\_



## Our six pillars

data +  
analytics



artificial  
intelligence



digital



customer  
engagement



cloud +  
technology



cybersecurity



# Data alone isn't nearly enough to drive competitive advantage

Servian invests heavily in best practice awareness, training and education to ensure all of our staff are knowledgeable in the relevant business vertical and understand the business goals and challenges before they ever interact with the client.

It is no longer sufficient to collect large amounts of data using data management platforms. Real value is driven through data and analytics when they are embedded operationally and used for day-to-day and strategic success.

Our approach starts with formulating a competitive data and analytics strategy, that is backed by our delivery experience and provides our customers with an actionable plan. We have been

engaged in a number of greenfield data and analytics platforms, including Big Data deployments, bringing credible delivery and implementation experience to transformation projects.

Our extensive experience in delivery has also helped shape our ongoing support services, which benefit from a global delivery centre in Bengaluru.

We help run efficient data and analytics platforms by providing Managed Services plans that keep your production environments operational and efficient.





## Services

### Advisory

- Data and analytics strategy
- Big Data strategy
- Platform health-check
- Operating model advisory
- Program and project management
- Data governance

### Consulting

- Data warehouse design, architecture and development
- Big data design, architecture and application development
- Data integration
- Data ingestion
- Data quality
- Master data management
- Traditional BI and data visualisation
- Advanced analytics – model building
- Social media and sentiment analysis
- Text analytics
- Machine learning
- Cognitive and natural language processing

### Managed services

- Managed platforms (on-premise and on the cloud)
- Managed data warehouse
- Managed Hadoop

## Case Study

Servian partnered with a leading Australian telecommunications organisation to help build and support its Big Data platform.

With a strong emphasis on innovation and demonstrating business value, this telco needed to partner with an organisation that not only brought relevant technical skills to support the platform, but also one that had the necessary foresight to contribute to the on-going innovation remit.

Our teams not only provided infrastructure platform and application support for this critical Big Data asset, but also successfully developed data solutions on the Big Data platform.

Servian continues to partner with this organisation on numerous business initiatives to roll out more use cases.



## Smarter everything: Transforming ways of working and living through data

Artificial Intelligence (AI) is becoming the 4th industrial revolution.

Our business-minded machine learning practitioners help clients to identify and prioritise opportunities for optimised efficiency and revenue uplift.

Artificial Intelligence (AI) plays a vital part in the entire data value chain from data generation and collection to data integration, intelligence and decision making.



Our AI consulting team combines the best practice in data analytics, software engineering and leading edge technology research, enabling our clients to innovate and achieve realistic business outcomes.



### Machine learning engineer

Machine Learning, Deep Learning, Computer Vision, Natural Language Processing, Reinforcement Learning



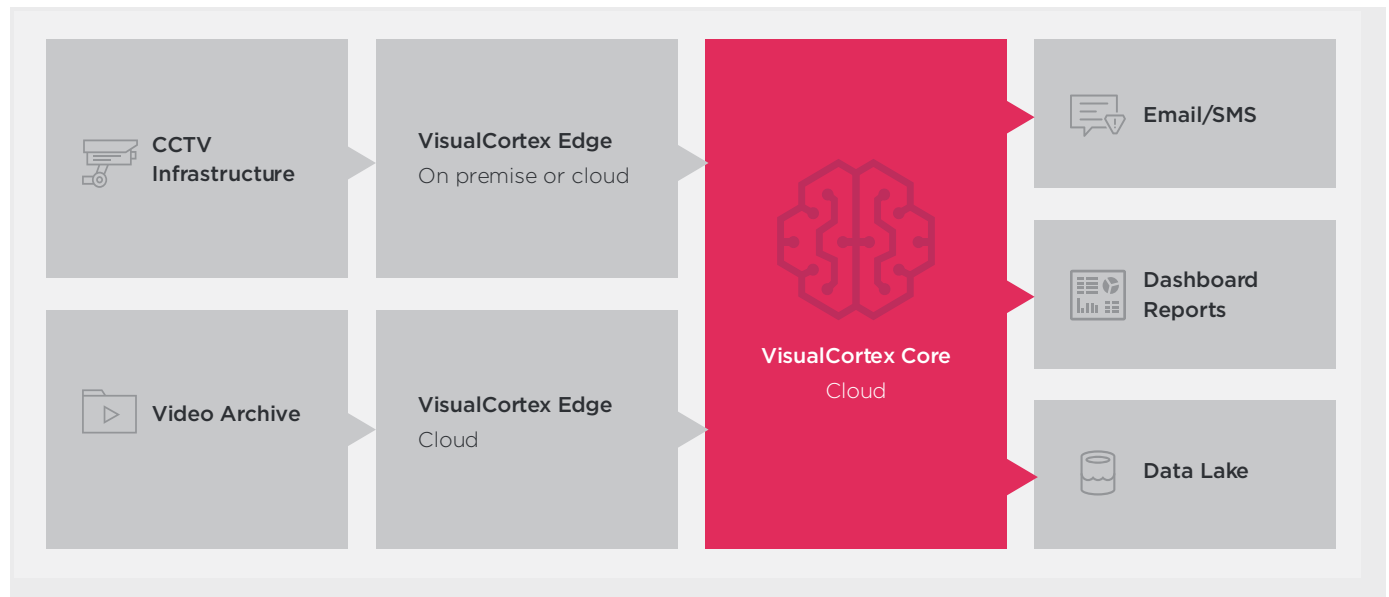
### Software engineer

Programming, Cloud, Containers, Mobile, Google Home



## VISUALCORTEX as a service

Servian VisualCortex is a turnkey solution as a service. It helps our clients gain new insights from both existing video files and realtime CCTV infrastructure.



## Conversational AI as a service

Servian has developed a chatbot accelerator framework to help our clients achieve predictable and realistic business benefits step by step.

**This framework uses scientific and quantitative methodologies.**



## Digital is about bringing data to the masses

**Organisations are under pressure to digitise their enterprise at a time where the choice of options and possible direction is endless. Those that use data to drive the development of digital experiences, innovation, product development and improve operations will become industry leaders.**

With the potential to not only offer immersive experiences for your customers, digital can also streamline operations and transform business models. Digital is where IT and business teams converge to realise a new way of working.

Our Digital specialists understand how data and digital go together to deliver on the promise of a data driven enterprise. They also know how to drive the end user experience through the smart use of data integration.

Servian's Rapid Experimentation methodology (Rapid XP), which combines Agile, LEAN and Rapid Application Development, allows us to rapidly iterate so that we can always test and learn with a view to minimise waste. We apply this approach to all of our digital projects regardless of size, whether it be a mobile application or a bespoke complete enterprise solution.



### Digital experiences

Deliver easy, effective and emotional customer experiences.



### Product development

Create products and services that are frictionless and seamless.



### Digital innovation

Innovate at the intersection of experiences and business operations.



### Digital ecosystems

Provide platforms that make it possible to leverage your entire enterprise's data.



## Services

### Advisory

Digital strategy and roadmap development

Rapid experimentation and prototyping

Digital health checks

Application design and architecture

Service design

UX research

Digital transformation

### Consulting

Rapid application development – web, mobile and portal

Bespoke Enterprise Solution development

Web personalisation, web analytics and online optimisation

Digital campaign optimisation services

Digital campaign reporting and analytics services

Qualitative analysis and quantitative data analysis

Bespoke application development

Intranet and content management system implementations

Portal development

Mobile app development

User interface (UI) design and development

User experience (UX) design

Information architecture and journey mapping

## Case Study

The largest investment bank in Australia needed to re-imagine their current research consumption offering and approach. We were faced with serious time constraints due to internal priorities. As a result, time validating concepts and ideas was cut short.

We knew the best way to fast track funding and validate a hypothesis was to provide a compelling visual prototype. Visual prototypes create a greater impact and value than traditional requirements gathering processes and can provide a detailed look at the final end-state without wasting time and investment. These artifacts can be built as clickable-only or coded solutions.

We utilised our Rapid Experimentation and Prototyping methodology (Rapid XP) to take a stronger UX based approach to validate concepts at greater speed.

### Steps involved were:

- 1 Problem statement definition
- 2 Facilitation of LEAN UX design workshops
- 3 Production of low and high fidelity prototypes
- 4 Conducting user validation workshops
- 5 Prototype development

Achieving this quickly in an enterprise environment was the challenge. Our client was able to rapidly visualise the ideas that senior management wanted to investigate. Approval time for concept design was halved. Feature prioritisation was sped up through prototyping two weeks ahead of each sprint.

## Delivering exceptional customer experience

Customer Engagement is about encouraging customers to interact and share the experience that organisations create for them as a business and a brand. When executed well, a strong customer engagement will foster brand growth and loyalty.

The focus of customer engagement must be on value creation, not revenue extraction. Businesses that do this well, know how to engage with customers by providing real value through an exceptional end-to-end customer experience. They're actively measuring the success of each engagement and continuously refining it over time.

Servian help organisations build and enhance this capability, and become next-best-action ready. We work closely with the business to understand, design and build a customer-centric strategy that identifies engagement opportunities at every stage of the customer journey, by tapping into data and leveraging



## Services

### Advisory

Customer engagement strategy - Engage CX  
Next best action strategy  
Customer data strategy  
Cloud marketing strategy  
Digital personalisation strategy

### Consulting

Customer data modelling  
Customer matching  
Customer insights & analytics  
Customer journey mapping  
Proposition management  
Marketing attribution modelling  
Marketing automation  
Marketing optimisation  
Marketing performance reporting  
Real-time decision management  
Campaign management  
Campaign development  
Next best action management

### Managed services

Managed marketing automation platform  
Managed decision engine platform  
Managed customer insights  
Managed campaigning



#### UNDERSTAND

Identify business & customer drivers



#### ENGAGE

Execute engaging customer experiences



#### OPTIMISE

Deliver Next Best Action & Hyper-Personalisation

## Engage CX

Engage CX is our framework for fast-tracking the design and development of data and analytics capabilities that enables delivery of customer engagement strategies, the right way.

It is based on well established methodologies and our decades of experience and IP in delivering solutions for customer intelligence, marketing automation and optimisation, personalisation and next best action decisioning.



## We offer customised, tailored cloud solutions with the best cloud configurations available

Our mature Cloud and Technology practice has customers from a range of industries. We support them all the way through the solution lifecycle, from strategic advisory, through design and delivery into service transition and operations.

Our heritage in data differentiates us from many competitors – it is in our DNA to understand complexity. Complexity comes from sharing access to infinite resources, so solutions must address multiple stakeholders, shared platform performance, privacy and data risks. This is an evolution of the multi-stakeholder complexity Servian has addressed in data platforms for our 10-year existence.

Our experience has shaped our dual operational support model – Innovate and Operate which takes the best of DevOps, ITIL and Site Reliability Engineering (SRE).

It is Servian's success and lessons learnt from our multi-disciplined team and methodologies, which enable us to provide a responsive and adaptive delivery capability, able to address many unknowns, risks, dependencies on resources. We believe we have the scale to meet requirements, but are responsive enough to provide focused outcomes which deliver value, despite the complexity of rapidly evolving technologies. As vendor neutral technologists, we are always seeking continuous improvement of our people, accelerators and reference models to provide low-risk value for our customers with Cloud capabilities.



## Services

### Advisory

Cloud and virtualisation strategy  
 Cloud maturity assessments and health checks  
 Governance and operating model advisory  
 Cloud roadmap and transition plan  
 Enterprise cloud platform enablement  
 Training & enablement

### Consulting

On-premise to cloud migration and integration  
 Cloud-to-cloud migration and integration  
 Configuration automation  
 Cloud data warehouse  
 Big data platform (in the cloud)  
 Cloud native application development

### Managed services

Cloud tenancy management  
 Software and Platform as a Service  
 Dedicated server hosting and management  
 Cloud networking management  
 Cost management  
 Operate & innovate operation models  
 Service desk not help desk

## Services

### Cloud capabilities

Deliver with improved resiliency and lower risk  
 Cloud operations infrastructure as code resilient, high performance systems containers and serverless  
 Security best practise  
 Secure workstation

### Data & Machine Learning

Data  
 Analytics platforms  
 Data discovery  
 Data science discovery  
 Natural language processing  
 Vision and audio processing  
 Spark, Python, R or commercial product  
 Data engineering

### Application development

Cloud native  
 Full stack, polyglot applications  
 Agile  
 CI/CD  
 Kubernetes/Docker & container based strategies  
 Onshore or offshore dev capabilities

## Use Cases by Industry



### Financial Services

Data platform, application development, enterprise enablement and infrastructure



### Telecommunications

Digital marketing, mobile platform, cloud infrastructure



### High Tech

Data platform, cloud infrastructure, Kubernetes, Secure workspaces



### Government

AI/machine learning, data advisory, strategy compliance



### Retail

Data platform, cloud infrastructure, digital marketing



### Start-up

Cloud native app development



### Media

Rendering farms, AI/machine learning



### Utilities

Data platform, Kubernetes, AI/machine learning, mobile application development

## Research-backed pragmatic security

At Servian, we want to shake things up in the security world. We want security to be a pragmatic and practical discipline focused on understanding what risks should be taken.

By providing broad-based security expertise, we can provide a business risk view whilst getting our hands dirty securing your environments.

Security remains an ongoing concern for all of us, yet too often it is considered as an afterthought. We strive for our security work to be hands-on, at the absolute forefront of technology and delivered throughout the lifecycle.

This focus on pragmatism has made key decisions easy:

Our security architects spend at least 30% of their time in hands on delivery roles to maintain currency with the

latest cloud technology, remain cognizant of delivery pressures.

Our penetration testers spend 20% of their time dedicated to public security research. We don't want our testers to simply find the "known issues," we want them to create the known issues.





### Penetration testing

An experienced team of penetration testers who conduct regular research on closed and open source technology.

We will provide you with clarity of your security posture from multiple perspectives, internet-borne attacks, insider threats and more.



### Security architecture services

At Servian, we believe security comes from good engineering. All of our security architects continue to work 'in the field' and bring a pragmatic, delivery-focused security lense to your project. Servian is one of Australia's leading cloud consultancies.



### DevSecOps

DevOps has increased the speed of delivery hugely, however building security into your DevOps processes can be challenging. Our DevSecOps team can help with ensuring you've got security baked into your CI/CD pipeline as well as ensure continued compliance and processes.



### Code review and training

Security reviews with specialised tools and expert review of your codebase can find hidden issues that penetration tests may not.

We can train your team about OWASP, Database security, or we can customise training for your environment.



### Audit

As a leading cloud consultancy, Servian is the best choice for ensuring you're following best practice with GCP, AWS, or Azure. Servian can also validate your organisation or specific systems against industry accepted frameworks such as ISO27001, PCI DSS, NIST or IRAP.



### Managed security services

A dedicated team of senior operations staff who care about the security of your environment.

We provide ongoing perimeter management, vulnerability scanning, penetration testing, remediation services and patch management.

## Case Study

A state government department engaged us for a security review of a new platform built using a combination of bespoke development and domain specific open source tools.

The project was considered to be at risk of state sponsored actors and needed to understand the risk across all internal and external users.

- Unauthenticated user
- Authenticated user
- Authenticated operator
- Authenticated administrator

Servian found multiple previously undisclosed vulnerabilities in open source tooling that is currently in use globally in the public sector. To ensure that all other users were protected, Servian also raised the issues found as CVE's as well as contributing code back to the projects to fix the issue.

To allow the customer to launch quickly, we made architectural changes to reduce the attack surface area and built a customised WAF to meet the specific issues caused.



# Call us today see how we can work for you

We are experienced in delivering solutions across many industries such as banking, retail, telecommunications, insurance and utilities. Our clients include many of Australia's leading Tier 1 companies as our valued customers.

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